

URBAN**PROMISE** MINISTRIES JOB DESCRIPTION

Position Title:	Part-Time Development Associate	Department:	Development
Reports To:	Director of Individual Giving	Salary Range:	\$21.93 per hour at 24 hours per week

Position Summary: The Development Associate is responsible for administering all gift and donor data processes. This includes entering and recording gifts, gift acknowledgement, and related internal reporting. This person will maintain biographic/demographic data and ensure proper coding within and maintenance of the donor database. In completing this work, the Development Associate will coordinate with all relevant parties including development staff and accounting staff to ensure strong processes are in place and maintained.

Essential Job Functions:

Gift Entry & Donor Data Management

1. Administer all gift entry and donor data processes, including coordination with all related parties (e.g. development team, accounting) to ensure accurate gift entry.
2. Oversee gift coding, ensuring accuracy within development and cross-departmental communication regarding gift designation (as applicable).
3. Process all donations including daily gift batches, credit card donations, and ACH donations in a timely and accurate manner. Provide necessary reports to accounting monthly.
4. Produce, print, prepare, and mail gift acknowledgement letters and receipts for gifts weekly.
5. Input, track, and communicate about active donor pledges. Communicate with donors for delinquent credit card donation recovery.
6. Manage donation platforms, such as DonorPerfect Weblinks, through gift entry processing, input of donor information, and troubleshooting. Support donation page creation for specific appeals/events.
7. Provide excellent customer service for donors who have questions related to giving (e.g. available to answer the phone during office hours, timely responses to emails and voicemails, and coordinating internally to answer donor questions as needed).
8. Create and maintain constituent records, including but not limited to address changes, employment status, life status changes, etc.
9. Maintain data integrity within internal databases and systems, conduct data clean-up as directed, including combining duplicate donor records. Maintains accurate instructions on procedures and trains all relevant parties as needed.
10. With Director of Individual Giving, support annual projects such as end-of-year tax receipting (January) and preparation for the annual audit (September).
11. Gift card inventory and management, including coordination with program staff and accounting.
12. Support in-kind donation inquiries or re-direct to the UrbanPromise Thrift Store as needed. Support in-kind drives including a Back-to-School drive and Christmas Store collection, including coordination of drop-offs and supporting related stewardship (e.g., thank you's).

Development Team & Office Support

13. Provide administrative support for the Development Team including supporting in-house mailings (e.g., new donor

URBAN**PROMISE** MINISTRIES JOB DESCRIPTION

cards, sponsorship packets/mailings, etc) and office supply management/ordering. Responsible for maintenance of folding machine and copier, including scheduling repairs as needed. Coordinate and support administrative volunteers in the Development office as requested.

14. Occasional evening and weekend work required to support special events/other donor activities.

15. Employee will adhere to all UPM employee handbook and communicable disease policies.

16. Employee will participate All- Staff events, performance management, and training development processes.

Essential Job Requirements:

EDUCATION

High School degree Required, Bachelor's degree preferred

EXPERIENCE

At least two years of data entry and office administration

REQUIRED SKILLS

- Highly detailed oriented with strong organizational skills
- Problem-solving and analytical skills; ability to work effectively in a collaborative environment as well as independently with a "can do" attitude
- Highly dependable. Able to perform core tasks under minimum supervision within the scope of normal duties and responsibilities and communicate difficult or unique situations to the supervisor.
- Strong interpersonal skills (use of tact, patience, and courtesy)
- Sensitivity and respect for confidential information
- Good written and verbal communication skills; ability to work well and support relationships with all different areas of the organization

PREFERRED SKILLS

- Excellent computer skills including Microsoft Office, Excel, and database programs; DonorPerfect experience is a plus

PHYSICAL REQUIREMENTS

Applicant must be able to lift- up to 20lbs

****Equal Opportunity Statement**

UrbanPromise values diversity, inclusion, and equity as matters of fairness and effectiveness. We are committed to hiring and retaining a staff that reflects the diversity of the communities we serve, fostering an inclusive working environment where staff of all backgrounds feel welcomed and engaged in the UrbanPromise mission and to promote racial and social equity in our work.

UrbanPromise is an Equal Opportunity Employer. All applicants who believe they meet the stated qualifications are encouraged to apply. Applications should be submitted to UrbanPromise Ministries, VP of Human Resources, and Volunteer Programs at pfoxx@urbanpromiseusa.org