

Job Description

DONOR SERVICES ASSOCIATE

JOB SUMMARY

The Donor Services Associate helps fulfill Willow's mission as a member of the Development and Community Engagement Team. Specifically, this position is responsible for serving as a frontline contact for transactional work with donors, as well as the key resource for database management, internal processes for gift processing and donor recognition. The role works closely with the Finance Department for gift reconciliation and audit purposes. The Associate will also support special projects such as special events, preventive education programs, and community outreach. This position works primarily with donors, corporate partners, and Willow staff and reports directly to the Vice President of Community Engagement.

ESSENTIAL DUTIES AND RESPONSIBILITIES

DONOR SERVICES

- Serve as the primary staff for managing the transactional elements of fundraising, including assisting donors with navigation of the Willow's online giving portal (DonorDrive) and handling general fund and donation-related inquiries via email or the Development line in a timely manner
- Maintain and manage clear and accurate donor services operations documents and procedures (for reference purposes), including creating best practices guidelines and standards. Act as subject matter expert with donor database, train current and future staff.
- Process donations and prepare acknowledgement letters and other correspondence within a given timeframe. Update and maintain mailing lists, telephone contact files, donor and prospect information. Follow database maintenance plan and ensure "cleanliness" of data.

DATA MANAGEMENT

- Manage key agency databases including: Blackbaud Raiser's Edge (RE), Financial Edge (FE), and Apricot program services; ensure data integrity, perform data analysis, and data management.
- Assist with the data collection and entry for program statistics, generate reports and ensure quality data output for overall agency from RE, FE and Apricot databases as needed.

ANNUAL GIVING

- Support in implementing programs to enhance the daily operations of annual giving at Willow. Collaborate with the Community Engagement team to increase the participation rate and maximize annual giving revenue.
- Assist with the development, coordination and facilitation of direct mail and electronic annual fund appeals, with the potential of a phonathon by staff and volunteers.
- Create monthly fundraising reports and other database report, such as mailing and donor lists as needed. Monitor appeal success and fundraising trends and ensure accurate reporting and tracking.
- Maintain and update communication and project management calendars.

EVENT AND SPECIAL PROJECTS

- Manage key agency databases including: Blackbaud Raiser's Edge (RE), Financial Edge (FE), and Apricot program services; ensure data
 - Assist in the design and implementation of events such as prevention seminars, community outreach, and fundraising events including the Willow Ball and Walk with Willow.
 - Assist with communications with donors, volunteers and the public through use of approved media and communications tools.
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- ✔ Support efforts to promote and monitor attendance to prospect and donor events.
- ✔ Take lead role on list management for events – from data pulls, RSVP management and follow-up.

GENERAL SUPPORT

- ✔ Manage key agency databases including: Blackbaud Raiser's Edge (RE), Financial Edge (FE), and Apricot program services; ensure data integrity, perform data analysis, and data management.
- ✔ Responsible for all administrative aspects of Development and Community Engagement activities.
- ✔ Support and participate with Development Committee as needed and in other efforts for managing donor engagement. As with all Willow staff, assume responsibilities necessary to meet Willow's strategic plan

REQUIRED QUALIFICATIONS

- ✔ Bachelor's degree with a minimum of two years of experience or an equivalent combination of education and experience. Proficiency in the use of BlackBaud Raiser's Edge preferred.
- ✔ Excellent verbal and written communication skills.
- ✔ Must display professionalism and complete all functions in an ethically and culturally competent manner.
- ✔ Must have strong analytical and problem solving skills, and the ability to learn new systems.
- ✔ Proficiency in the use of Microsoft Office applications required.
- ✔ Local travel and occasional evening/weekend flexibility required.

ADDITIONAL INFORMATION

- ✔ Department: Development and Community Engagement
- ✔ Location: Strong Todd Building
- ✔ Reports to: Vice President of Community Engagement
- ✔ Hours/Status: 37.5 hours / Non-Exempt
- ✔ Pay Range: \$18.00/hour

Must be able to work evenings and weekends when necessary.

HOW TO APPLY

Submit cover letter and resume by mail, email:

◦Mail: P.O. Box 39601, Rochester, NY 14604 ◦Email: HR@willowcenterny.org

Be sure to indicate which position you are applying for in the subject line.

No phone calls please.

We offer a generous benefits package including health and dental insurance, paid time off, and a 401k retirement plan.

Willow Domestic Violence Center is an Equal Opportunity Employer

Willow Domestic Violence Center is committed to equal opportunity for all, without regard to race, religion, color, national origin, citizenship, sex, sexual orientation, gender identity, age, veteran status, disability, genetic information, or any other protected characteristic. Willow Domestic Violence Center will make reasonable accommodations for known physical or mental limitations of otherwise qualified employees and applicants with disabilities unless the accommodation would impose an undue hardship on the operation of our business.