

North Fulton Community Charities

Development Support Specialist

POSITION: Development Support Specialist

CLASSIFICATION: FT Position

REPORTS TO: Director of Development

The Development Support Specialist is a key administrative member of the Development and Community Engagement team who is passionate about managing the donor database, recording and processing donor acknowledgements and communications, and provides support for the community engagement programs. They are responsible for maintaining the integrity and accuracy of donor data and reports. This position assists in the cultivation, solicitation and stewardship of donors, clients, volunteers and event participants. In addition, this position provides administrative support for all fundraising events and community engagement programs.

Essential Duties and Responsibilities:

Donor Database Support and Development

- Provides excellent customer service to all donors, staff, volunteers, clients, and event participants. Responds to inquiries from donors timely as applicable.
- Responsible for maintaining volunteer and donor database – creation of donor records, data input and reporting in Salesforce
- Manages and distributes donor acknowledgement correspondence and letters in a timely manner, while ensuring accuracy and attention to detail
- Creates and maintains data records, and manages the integrity of the salesforce database by following procedures for proper entry of records and reporting
- Processes, tracks and reports on daily donations from all sources
- Prepares volunteer and donor reports in an accurate and timely manner
- Provides support to donor care plan by engaging, acknowledging and stewarding donors for first time gifts or reoccurring gifts via phone/email (under \$250)
- Collaborate and coordinate with NFCC leadership as needed to create reports and track information

Administrative Support

- Coordinate State Registration process and documentation
- Assists with volunteer or donor tour groups as needed
- Assists with creation of email messaging, meeting reminders, other administrative support for NFCC Leadership
- Performs other duties as assigned to support the Development team

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Events and Community Outreach Program Support

- Provides support for fundraising events and logistics
- Coordinates corporate sponsorship invoicing and payments for special events
- Produces and maintains invitation mailing lists
- Maintains data associated with community engagement events and programs
- Assists at all events and community engagement programs

Education and Experience:

- **Required: 3+ years knowledge and proficiency using Salesforce/CRM, and experience with maintaining data is preferred**
- Bachelor's degree preferred or 4+ years of relative experience
- Experience in report writing and analyzing data is preferred
- Excellent computer skills, including MS Office (Word, Excel and Power Point)
- Excellent interpersonal skills, strong attention to detail and accuracy
- Demonstrated ability to communicate effectively – both verbal and written skills
- Ability to keep both digital and hard copy files organized and accessible
- Ability to multi-task, meet crucial deadlines, and work with a variety of people in different situations
- Must be enthusiastically committed to NFCC's mission and the community we serve

Working Hours and Conditions:

- This position requires occasional work on weekends and evenings
- The position may include heavy lifting and working events in outdoor/or indoor venues, including vacant warehouse/retail buildings

NFCC is a drug free workplace and e-verify required.

To apply, please send an email with resume and cover letter to smorgan@nfcchelp.org.