

**Job Title: Development Assistant**  
**Organization: Monterey Bay Aquarium**

**Job summary**

The Development Assistant provides full administrative support for our donor program (up to \$2,499), including timely processing of gifts and acknowledgments, preparing renewals, implementing donor communications, and updating program reports. Provides excellent customer service to donors across multiple channels: on the phone, in writing, and in person at donor events.

**Core Responsibilities**

Performs accurate and timely data entry for gifts up to \$2,499, including annual gifts, general donations, commemorative gifts, matching gifts, and specialized membership data entry. Includes producing acknowledgments in a timely manner and preparing monthly renewal letters.

Serves as primary administrative contact for donors, including responding to emails, letters and phone calls in a timely manner. Contacts donors as needed to confirm gift details; makes cultivation calls.

Provides administrative support for donor communications: creates and segments lists in the database; prepares and tracks in-house mailings.

Tracks and maintains development inventory, including print archives; reorders supplies.

Updates monthly reports including renewal fulfillment report and donor statistics report.

Performs weekly queries in the database to ensure accuracy of data entry.

Provides administrative support for Director of Annual Giving.

Provides administrative support for Institutional Giving program, including data entry, acknowledgment, record keeping, reports, inventory tracking, and other tasks as assigned.

Provides back-up administrative support for Senior Development Assistants in Annual Fund and Gift Planning as needed with data entry and fulfillment.

Provides administrative support for and attends member and donor events as needed (requires some nights and weekends).

**Absolutely Required Skills / Knowledge / Ability / Experience or Education**

Minimum four year degree or equivalent experience

Must be comfortable in fast-paced, high-volume environment

Excellent organization skills and attention to detail

Excellent customer service and written/oral communications skills

Excellent computer skills including Microsoft Word and Excel

**Desired Skills / Knowledge / Ability / Experience or Education**

Two years of development/fund raising experience in a non-profit organization preferred

Two years of experience working with database programs, Raiser's Edge preferred

**Ancillary Responsibilities**

Opportunity to audit and improve processes and procedures for efficiency and accuracy