

**Title:** Development Associate

**Job summary**

The Development Associate provides support for our donor program (up to \$2,499), with primary responsibility for timely processing of complex gift and membership data entry, and acknowledgments. Other tasks include preparing renewal mailings, implementing donor communications, and updating various 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 acknowledgements in a timely manner with accuracy
- Create monthly donor renewal schedule, pulls lists and sends out renewals each month by set deadlines; prepare call lists and import appeal codes and follow up actions into database
- 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 and associated membership benefits; makes cultivation calls
- Pulls lists from the database, segment and create mailing, email and suppression lists; prepares and tracks in-house mailings as needed
- Tracks and maintains development inventory, including print archives; reorders supplies
- Updates monthly reports including renewal fulfillment report and donor statistics report
- Performs weekly audits by running 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 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
- Ability to work within and maintain Monterey Bay Aquarium's Core Values

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

- Minimum of two years of membership or development/fund raising experience in a non-profit organization preferred
- Minimum of two years of experience working with database programs, Tessitura or Raiser's Edge preferred

**Ancillary Responsibilities**

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