



Job Description: Resource Development Assistant

Purpose:

The Resource Development Assistant (RDA) helps to further the mission of Habitat for Humanity Saint Louis (HFHSL) by acting as primary data entry and data maintenance staff, and assisting the Resource Development department as needed. This role enhances the donor experience by ensuring timely acknowledgment of all gifts, updating and maintaining the integrity of records according to established protocols in eTapestry and Mail Chimp, running monthly reports for staff members, running credit card transactions, acting as a backup to the Resource Development Operations Manager (RDOM) for on-demand reports, and assisting members of the Resource Development staff as needed with special and ongoing projects.

Duties and Responsibilities:

A. Data Management and Donor Acknowledgement

- Acknowledge donor contributions within 72 hours of receipt.
- Under the direction of the RDOM, maintain integrity of both the donor database (eTapestry) and email database (MailChimp) to ensure accuracy and efficiency of both.
- Run comprehensive monthly reports (i.e. Keystone Community Partners, Dashboard, etc.), to assist Resource Development staff and CEO with donor cultivation and analysis.
- Create and update pledge information in Etapestry for commitments from Keystone Community Partners and Board of Directors.
- Create reports for Finance & Accounting staff to ensure consistency in gift entry between Etapestry platform used by Resource Development and Quickbooks software used by Finance.
- Perform all data imports/exports and mass updates in donor database and e-communication systems.
- Coordinate information with the Volunteer Service Associate to ensure consistency of data between platforms and update/create records in eTapestry of volunteers who wish to be on the HFHSL mailing list.
- Process credit card transactions and ensure responsible and secure use of processing software.
- Create and update recurring gift schedules and entries for the Sustainers monthly giving club as well as to administer annual tax letter.
- Process 3rd party and matching gifts to ensure that HFHSL receives these funds and donors are appropriately acknowledged.

B. Resource Development Staff Support and Operations Support

- Assist in disseminating communications to donors, and volunteer groups as needed.
- Track and provide support for event registration and recognition of event participants/donors.
- Disseminate general inquiry emails from the website to the appropriate staff member.
- Provide administrative assistance for the Resource Development Staff as needed during regularly scheduled work hours.
- Provide backup for reception at front desk when needed and workload for RD department allows.

C. Other duties as assigned

General Qualifications:

- Self-motivated, team player with the ability to meet deadlines, remain flexible, and adjust to changing priorities in a fast-paced environment.
- Minimum three years of data entry and/or database management experience. Functional knowledge of eTapestry is preferred.
- Proficient in Microsoft Office applications, specifically in the manipulation of Excel spreadsheets, Word documents, and mail merges.
- Competence with mass e-communication (i.e. Mail Chimp and Constant Contact).
- Strong organizational skills, exceptional attention to detail, and excellent problem solving abilities.
- Ability to organize and manage multiple projects simultaneously.
- Ability to operate with a high level of independence.
- Protect the confidentiality of donor information.
- The ability to flex beyond traditional hours in special circumstances.
- Passion and enthusiasm for the mission.

Work Schedule:

This is a part-time position of 20 -24 hours per week, with a mutually agreed upon schedule generally during regular business hours of Monday through Friday, 9am – 5pm (to be developed with the Resource Development Operations Manager). Some ability to work a flexible schedule including some evenings and weekends may occur during peak projects.

Physical Requirements: Ability to stand, and/or work on a computer, for long periods, and lift at least 25 pounds.

Responsible to: Resource Development Operations Manager.

Salary and Benefits: Salary to commensurate with experience. Vacation time and other benefits offered after introductory period.

Application Process: Please send resume and detailed cover letter including salary requirements to Deirdre Schaneman, HFHSL Resource Development Operations Manager at Deirdre@habitatstl.org. Applications which do not include all of these components will not be considered. **Email submissions only. No phone calls, please.**

The employer has the right to revise this job description at any time. The job description is not a contract for employment, and either you or the employer may terminate your employment at any time, for any reason.

This job description does not list all of the duties of the job. You may be asked to perform additional duties. In addition, you will be expected to exercise your independent judgment in determining other tasks that need to be performed in order to increase the efficiency of the operations. You will be evaluated in part based upon your performance of the tasks listed in this job description and in part based upon the initiative you take in identifying and undertaking additional functions relevant to the operations of the business.