



POSITION: Donor Services Administrative Assistant
FTE/FLSA: Full-Time / Non-Exempt
SALARY: \$16.00/hour – \$18.87/hour
LOCATION: 3003 S. Country Club Road

Overview

The **Donor Services Administrative Assistant** will join a growing Development Department of dedicated, collaborative, values-driven, and effective philanthropic development professionals who are passionate about resourcing an end to hunger and hunger's root causes. Reporting directly to the Director of Donor Services, this position provides administrative and project management support for a fast-paced communications and fundraising department. This position works closely with the Development Database Manager and Donor Services Associate.

Expectation:

CFBSA is committed to providing employees with an environment in which the **Core Values** of *Respect, Integrity, Accountability, Collaboration, Excellence, Innovation, and Social Justice* are supported and encouraged.

CFBSA works diligently to maintain a culture of fairness, responsibility, trustworthiness and teamwork to advance our mission: *We change lives in the communities we serve by feeding the hungry today and building a healthy, hunger-free tomorrow.*

The Community Food Bank is a drug and tobacco free work environment.

Job Responsibilities

- Manage the department mail process of conveying daily mail to finance office, assist in dual control deposit of all gifts, delivery of out-going mail to post-office.
- Provide professional, responsive, and appreciative customer service to all partners, donors and colleagues.
- Welcome guests by greeting them, in person or on the telephone; answering or directing inquiries.
- Participate in the daily donor gift entry process with both manual and file upload procedures regarding online and offline donations.
- Assist in the acknowledgement process as appropriate.
- Oversees the completion of card requests, batch scanning and administrative filing.
- Maintain External Relations supply closet by tracking supply levels and placing orders.
- Serve as point of contact for team volunteers and communicated with Donor Stewardship Manager on volunteer projects.
- Maintain confidentiality and exercise good judgment in a variety of situations with strong written and verbal communication skills.
- Engage with others using a professional demeanor over the phone, in person and in writing.
- Perform tasks under pressure at times and handle a wide variety of activities.
- Perform other duties as assigned.

Other Duties

- This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required for this position. Duties, responsibilities and activities may change at any time, with or without notice.

Knowledge, Skills, and Abilities:

Minimum Qualifications



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- Minimum 2 years' experience in a fast-paced, complex work environment demonstrating excellent organizational and follow through skills
- Associates degree in communications or related field. Two years of experience with data entry and database system
- For insurance purposes, must be at least 21 years of age; possess a current and valid Arizona Driver License and a safe driving record.

Preferred Qualifications

- Bachelor's Degree in communications, English, marketing, or related field
- Five years of experience in a customer service-oriented job or industry
- Bilingual preferred.
- Experience in internal and external communications, partnership development and fundraising.
- Proficient in Microsoft Office (Outlook, Word, Excel, and Power Point).
- Raiser's Edge experience preferred

Work Environment:

- Routine computer work; some extended hours including weekend and evenings.
- Comfortable working in an office environment and offsite.
- Routine typical office environment primarily, however there is some exposure to warehouse environment at times.
- Occasional requirements to work outside where environmental conditions exist and there may be limited or no protection from the weather.
- Some travel.

Physical Demands

- This position works in a typical office setting and within the community. There may be extended periods of sitting, standing, and/or bending; listening, talking and or visual concentration; writing and/or computer use.
- This position would normally have routine opportunities to alter physical position or change eye focus.
- Lifting should not normally exceed 25 pounds.
- Physical requirements include driving, walking, standing for extended periods of time, bending, lifting, and carrying items weighing in excess of 20 pounds.

To apply, [click here](#).