



# THE NOAH CENTER

## POSITION DESCRIPTION

### DEVELOPMENT SUPPORT SPECIALIST

#### JOB SUMMARY

The Development Support Specialist is responsible for a variety of administrative, donor database, event planning, campaign, and overall support to the Development & Marketing Department. This position is responsible for helping to manage and maintain accurate donation information and detailed donor records. This position will process donations, including on-line gifts, credit cards, mail, cash, and checks in a timely manner, prepare acknowledgment letters in a timely manner, process orders and maintain records for Friendship Wall tiles, donor wall plaques, and Suite Sponsorships. Works closely with the Marketing & Development Director to ensure proper donors acknowledgment.

*The Development Support Specialist must support The NOAH Center's mission, philosophies, and practices. Superior customer service, consistent humane handling of animals, and fundraising are priorities for every N.O.A.H. staff member and volunteer. Performs duties in a safe and professional manner that is in accordance with NOAH's Code of Conduct.*

#### JOB DUTIES

- Assist with entering gifts into donor database within 72 hours and process thank you letters in preparation for appropriate signature.
- Ensure that all donation thank you and acknowledgment letters are mailed/emailed within one week of donation receipt.
- Notify the Coordinator or Director within 48 hours of any single donations exceeding a monetary value of \$1,000 or more.
- Help maintain accurate, complete and current donor information.
- Oversee the donation canister program, including: managing the list of locations, coordinating volunteers to assist with locations, ordering materials, preparing canisters.
- Responsible for the overall management of the friendship wall tile and suite sponsorship programs, including: promotion, annual renewals, ordering materials, processing.
- Assists with event procurement.
- Support third party fundraisers & small events.
- Help oversee the registration process for main events. Recording all event donations & purchases in event software program. Record all event donations into the fundraising software database and prepare event donation letters.
- Assist the development team in fostering positive relationships with donors & volunteers.
- Assists the development department with various fundraising initiatives as assigned.
- Assists in the development of annual appeals and year end giving programs.
- Assists with preparation of all event materials.
- Take outgoing mail to box and retrieve incoming mail and give all un-opened to Executive Director for date stamping.
- Scan copies of all checks, specialized correspondence, and batch reports.
- Maintain a detailed S.O.P. for all job duties.

- Develop Matching Gifts Program and promote on website, flyers, and articles for newsletter.

MINIMUM QUALIFICATIONS

- Must be 18 years of age
- High School Diploma or GED Equivalent – Associates degree preferred
- Must meet all the requirements in The NOAH Center’s WSP WATCH Background Check Policy.
- Must have 1 or more years’ experience with database entry
- Proficient in Microsoft Office Suite
- Preferred experience with Blackbaud Raiser’s Edge NXT donor database
- Experience with event software programs (preferred AuctionMaestroPro)
- Leadership ability with exemplary interpersonal, verbal, listening and written communication skills
- Open, friendly and comfortable with diverse groups
- Strong customer service skills
- Capable of directing and working effectively with donors, volunteers and staff in a wide range of activities in a fast pace environment
- Self-motivated and able to work both independently and with a team
- Possess superior organizational skills and the ability to prioritize, problem-solve and multitask

WORK CONDITIONS

Works in an area with a high noise level. Requires handling of animals and exposure to fumes from cleaning chemicals. Subject to animal, dander, bites and scratches. Exposure to biological and potentially zoonotic agents. Requires stooping, bending and lifting up to 25 lbs. with reasonable accommodations Required to adhere to staff dress code at all times. May be required to work beyond the scheduled hours.

Salary: \$14.00 - \$16.00 hourly  
 Schedule: 20 hrs. per week (Tuesday thru Friday. 9:00 a.m. to 2:00 p.m.) must be flexible and may be required to work some weekends and evenings.  
 Benefits: Paid sick leave, paid time off & retirement options (Eligibility requirements must be met)  
 Reports to: Marketing & Development Director

*The Noah Center is an equal opportunity employer. This position description reflects the assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned. this in no way states or implies that these are the only duties to be performed by the employee occupying this position. The Noah Center reserves the right to revise or change job duties and responsibilities as the need arises and as business requires. This document does not create an employment contract implied or otherwise, other than an “at-will” relationship.*

REVIEWED: \_\_\_\_\_ DATE: \_\_\_\_\_  
 Development Support Specialist

APPROVED: \_\_\_\_\_ DATE: \_\_\_\_\_  
 Development & Marketing Director

APPROVED: \_\_\_\_\_ DATE: \_\_\_\_\_  
 Executive Director