

Customer Service/Development Assistant

EXEMPT/NON-EXEMPT: Non-exempt

REPORTS TO: Development Director

SUMMARY

Assist the Development Director with donor relations, including but not limited to, data management, thank you letters, and fundraising events.

GENERAL DUTIES

- Upholds the Base Code of Conduct of the Aggieland Humane Society and state laws at all times.
- Answer phones
- Respond to emails
- Manage questions from donors
- Gift entry into donor database
- Thank you letters to donors generated through database, monthly, quarterly, and annual letters
- Run database queries for mailings, correspondence, and analysis
- Assist in donor events – planning, implementation, & necessary data entry
- Assist in grant writing
- Work with database support to resolve issues
- Complete and maintain Development Office Policy and Procedure Manual
- Record keeping and paperwork filing
- Perform other duties as assigned

EDUCATION/EXPERIENCE

Required

- High school diploma

Preferred

- College Degree or will accept some college with work experience
- Previous customer service/volunteering in non-profits
- Experience with Excel and Microsoft Word, previous work with databases
- Animal handling and welfare experience

SKILLS/ABILITIES/OTHER REQUIREMENTS

- Ability to work with the public/donors in a calm, courteous manner; tactful with upset clients
- Exceptional writing and computer skills
- Detail oriented and high level of accuracy
- Good organizational skills
- Must gain proficiency in Donor software/Little Green Lights and PetPoint Software, including generation of reports, and trains others in use
- Ability to handle the stress associated with euthanasia of animals, loud noises, and strong odors
- Must not be allergic to cats or dogs