



POSITION: DEVELOPMENT AND ADMINISTRATIVE COORDINATOR

REPORTS TO RESOURCE DEVELOPMENT DIRECTOR

The Organization:

Homeward Bound is the leading nonprofit organization in Buncombe County focused on ending homelessness using the best practices Housing First model. We work collaboratively with community partners and have a proven track record of stabilizing families and individuals. Since 2006, Homeward Bound has moved more than 2,098 men, women, and children off the streets, out of cars, camps, and shelters and into permanent housing – 89% have not returned to homelessness.

Our values:

- We believe in the absolute value and worth of every single human being.
- We believe that housing is a basic human right, integral to self-worth and dignity.
- We believe that homelessness is a solvable problem.

Position Overview:

As part of the Resource Development and Administrative team, the Development and Administrative Associate is responsible for managing the fundraising software (Bloomerang) and creating queries, reports and spreadsheets as requested by the Resource Development Director, Major Gifts officer, Donor Relations Manager, Executive Director, Resource Development Committee and Board of Directors. Also, scheduling and supporting meetings, taking notes, assisting with event and workshop preparation, managing email and file organization and other administrative functions.

- The position is full-time, Monday-Friday with occasional weekend hours.
- The position has hourly compensation based on experience.

QUALIFICATIONS:

- Bachelor's degree
- Extensive experience with Bloomerang or other customer relationship management (CRM) Fundraising software required.
- Proficiency in Microsoft Office (Word, Excel) required.
- Ability to comfortably and professionally interact with the public via phone or in person
- Excellent organizational skills and attention to detail.

- Ability to meet deadlines while managing multiple projects.
- Ability to work both independently and in a team.

RESPONSIBILITIES:

DATA ENTRY AND DONATION PROCESSING

- a) Primary point person for updating, adding and maintaining donor, member and prospect constituent records in the database.
- b) With Business Operations Staff, responsible for gift entry process. Includes copying checks, tracking weekly batches, and assisting in running financial reports and reconciling deposits.
- c) Codes and tracks general donations, tributes, membership and workplace gifts.
- d) Uploads online transactions (sign ups, profile updates, donations, memberships and event registrations) from online giving systems
- e) Assist with creation of donor lists and other gift queries and reports.
- f) Filing all donation-related paperwork and maintaining organized filing systems.

DONOR RELATIONS

- a) Manage donation acknowledgment process (crafting and sending thank you notes, honorarium cards and special processing).
- b) Answer phone and email inquiries regarding donations.
- c) Tracking and reporting on Tribute contributions.
- d) Perform donor analytics and prospect research

MAILINGS & MAIL LIST MAINTENANCE

- a) Perform database maintenance and cleanup projects to improve data integrity and database performance.
- b) Perform mail merges and assist with solicitation and other department mailings.
- c) Post mailings or work with mail house or volunteers to ensure time sensitive mailings are sent.
- d) Run donor and other database reports.

ADMINISTRATIVE TASKS

- a) Scheduling and supporting meetings, taking notes, assisting with event and workshop preparation, managing email and file organization and other administrative functions.
- b) Provide research support on contemporary issues and policies affecting programs.
- c) Support additional program activities and assist with other program-related work, as needed.

EVENTS AND OTHER TASKS

- a) Gather Collateral material needed for each event
- b) Ensure that collateral material is up-to-date and refreshed when needed
- c) Prepare financial documents for Resource Development Team and Committee meetings
- d) Other duties as requested by Resource Development team or Executive Director

This job description does not list all of your job duties. Occasionally, your supervisor might request that you perform other reasonable duties in order to most effectively work towards Homeward Bound's mission of ending homelessness.

Application Process: Please send resume and cover letter to our Resource Development employment navigator at RDJobs@homewardboundwnc.org

Homeward Bound bases its human resource decisions on objective criteria without regard to any characteristic or condition protected by law. We are committed to a workplace that offers equal opportunity without discrimination based on race, color, national origin, citizenship, sex, pregnancy, sexual orientation, gender identity or expression, age, religion, disability, genetic information/medical history, military/veteran status, or any characteristic or condition protected by law, but not specifically mentioned here.