

Donor Services and Development Assistant

The Jewish Community Foundation seeks a talented Donor Services and Development Assistant with exceptional customer service, computer and organizational skills to join a team of professionals working in fundraising, finance and grantmaking in a dynamic nonprofit environment.

Position Summary:

The Donor Services and Development Assistant provides administrative support for the core operations of the Development department and ensures they are performed efficiently and professionally. As a staff member who is the initial contact with prospective and current donors, grant applicants and other constituencies, the Assistant is expected to act as a front line professional for the Foundation and focus on providing high quality and responsive services. S/he is expected to provide responsive service, take initiative, work independently on projects, meet critical deadlines, and use a high degree of judgement and discretion in the handling of materials and information of a confidential nature. S/he must possess a team-oriented working style with a willingness to share in both strategic thinking and administrative tasks.

This position requires presence in our West Hartford office during office hours: M-Th 9-5 and F 9-3:30.

Job Responsibilities:

Development Responsibilities:

- Answer main phone line, screen and triage calls to appropriate staff
- Help coordinate and prepare materials for events and meetings
- Receive, scan, electronically file and distribute gift checks and related correspondence in accordance with gift processing procedures in an accurate and timely fashion
- Maintain and update profile records in the Foundation's database system (FIMS) and ensure that the integrity of this data complies with established protocols
- Generate gift acknowledgements, letters and tax receipts under the supervision of the Development Team
- Assist with mailing lists, mail merges and reports as requested
- Maintain constituent profiles and mailing lists in Constant Contact
- Create fund folders and file paperwork
- Provide general support to Development Staff for meetings and events (virtual and in person) including but not limited to – Zoom meeting set up, keeping RSVP lists, meeting/event communication, coordinating refreshments, set up and clean up

- Provide excellent customer service in person, as well as in written and electronic correspondence
- Help with creative projects of the development team
- Assist with the creation and mailing of fund statements as needed

General Administrative Responsibilities:

- Greet and provide general support to visitors to our office
- Open, sort and distribute incoming mail and process outgoing mail
- Assist in maintaining calendar entries for events and meetings, order and set up food when needed and materials as requested by staff
- Order office supplies
- Maintain kitchen and work room areas; keeping them clean and stocked
- Provide general administrative and clerical support as needed
- Process grant letters and maintain Foundation's grant files (paper and electronic).
- Maintain grant files in orderly and accessible format including the filing of electronic documentation
- Additional duties as required

Qualifications and skills:

- Bachelor's degree preferred
- Advanced skill level required in Microsoft Office suite (Word, Excel, and Outlook)
- Knowledge in PowerPoint a plus
- Database management and mail merge experience preferred
- Masterful at multitasking, well organized, and adaptable
- Excellent word processing skills and writing, spelling and proofreading abilities
- Detail oriented, self-starter and problem solver
- Strong interpersonal and communication skills
- Supportive and comfortable working in a collaborative environment

Salary: \$42,000-\$48,000 annually, pending experience

Please send cover letter and resume to jobs@jcfhartford.org