

Development Assistant

STATUS: Non-exempt

PRIMARY PURPOSE: Performs all administrative and clerical functions in the Development Department.

Reports To: Manager of Annual Giving and Donor Relations

Essential Duties/Functions:

- **Program Management** - Manages the Hawaiian Humane Society's Stepping Stones, Auto Donation and Adoptions & Admissions Holiday Giving Tree programs following established policies and procedures.
- **Daily Cash** – Inputs daily cash (Part 1) serves as backup for database manager when needed to input part 2.
- **Department Files-** Maintains development department files.
- **Retail Support** – Supports the Development Department's role in retail initiatives. Assists with processing retail orders, generating retail sales reports, organizing inventory, and replenishing stock.
- **Event Support** – Under the supervision of the Director of Development and Manager of Philanthropy Events and Partnerships, provides support for events including Taxes & Tails, PetBlock Paina, and smaller fundraisers.
- **Gift Processing** - Processes daily cash. Serves as back-up support for the Database Manager for the inputting and processing of gifts when workload demands.
- **Clerical and Administrative Support** - Provides clerical support as needed for the department. Runs errands for the department. Provides support for Development Committee's activities.
- **Supplies** - Oversees the supplies and equipment needs of the department. Manages the organization of department offsite storage and electronic files.

MENTAL, PHYSICAL & COMMUNICATIONS REQUIREMENTS:

- Must maintain and present personal conduct, personal appearance, and office space as a professional. Includes well-groomed and professional appearance and tidy office areas.
- Must exercise compassion, patience, professionalism, flexibility and tact when dealing with a broad range of volunteers and the public including difficult, emotional or angry people.
- Requires handling people and animals in a pleasant, courteous and professional manner.
- Requires ability to set-up events, which can involve lifting boxes and other items up to 20 pounds, hanging banners and other relevant duties.
- Must be able to prioritize, work independently, problem solve and meet deadlines.
- Must have a flexible disposition to work with and engage a variety of volunteers, supporters and businesses.

MENTAL, PHYSICAL AND COMMUNICATION DEMANDS:

- Requires a superior commitment to customer service.
- Requires knowledge and appropriate application of rules, regulations, policies and procedures.
- Requires working within deadlines and with limited resources.
- Requires patience and tact when dealing with difficult, emotional or angry people.
- Requires attention to detail when carrying out assignments.
- Requires ability to work independently with limited supervision.
- Requires long periods of sitting and working alone at workstation.
- Occasionally requires moving and lifting boxes up to 30 pounds.
- Occasionally requires kneeling and bending for access to department files.

QUALIFICATION REQUIREMENTS:

Skills/Knowledge: Working knowledge of Microsoft Office Suite. Requires high-level customer service and attention to detail with strong organizational skills. Must have excellent oral and written communication skills, knowledge of business correspondence and the ability to understand and apply standard mathematical concepts. Valid driver's license with clean traffic abstract and access to a personal automobile. Must agree with and be committed to the Hawaiian Humane Society's goals, objectives and programs.

Education/Training: Minimum of an Associate's degree or some college coursework.

Experience: Previous experience in development. Raiser's Edge and Photoshop experience preferred.

Other Duties/Functions:

- Other duties as assigned.

Working Conditions: Indoors in air-conditioned office. Occasionally outdoors for special events.

Equipment Use: PC proficiency, MS Office (Word, Excel, Powerpoint, Outlook) and standard office equipment use.

Work Hours: Regular work hours are: Monday – Friday, 9:00 a.m. – 6:00 p.m. Occasionally requires evening and/or weekend hours.