



DEVELOPMENT ASSOCIATE

Full-time, Nonexempt

The Development Associate is the linchpin of the Development Team, coordinating and executing vital database and administrative duties for the Development Team. Working closely with all members of the department, the Development Assistant reports to the Director of Development, the successful candidate should possess strong technology skills and be a detailed-oriented multi-tasker who is passionate about being a part of the Door of Hope mission and vision.

Schedule

- 40 hours/week, occasional overtime
- Occasional evenings and weekends, especially during the holidays, as needed
- 4 days in-office in Pasadena, Fridays work from home

Responsibilities

Database Administration duties, including:

- Manage the Salesforce donor database for accuracy (e.g., contact info, activity updates, etc.)
- Process monetary donations, send receipt letters on a weekly basis
- Implement thank you process for donors
- Generate reports/queries from Salesforce database
- Assist with mass snail mail/email communications (e.g., donor segmentation on a detailed level)
- Communicate with Accounting Manager regularly about donations; send monthly reports for reconciliation
- Year-end tax reporting
- Serve as Salesforce Administrator (including security administration)

General Administrative duties, including:

- Answer general Door of Hope Development emails
- Answer donor questions regarding their giving
- Maintain current and archived documentation
- Order and maintain department supplies and SWAG
- File and scan documents
- Manage gift card inventory and monthly audit
- Master scheduling for Development Team

Perform any other task necessary to support the mission of Door of Hope, including:

- Research donors and potential donors using iWave
- Communicate with Grant Writer to keep her updated on changes with Board Members, updates on grants, and answering questions about donations and giving history
- Assist at special events
- Facilitate and send weekly prayer texts

Qualifications

- A minimum of 3 years of relevant experience
- Excellent written and verbal communication skills
- Demonstrated excellence in organizational and multi-tasking skills
- Strong customer service and telephone skills
- Self-starter with growth and learning mindset
- Computer Skills: fluency in GSuite (Docs, Sheets, Drive, etc), MS Excel, Word, and PowerPoint; experience with Salesforce or similar CRM/donor databases
- Bachelor's Degree or equivalent experience

Compensation & Benefits

Expected compensation (depending on experience): \$25-28/hr.

Competitive benefits package including:

- **Paid PTO:** 12 sick days, 12 holidays, 10 vacation days (increases over tenure), 5 jury duty days, up to 5 bereavement days
- **Health Insurance:**
 - We cover 100% of your premium on our Kaiser Gold HMO, Anthem HMO, and Anthem PPO Plans
 - We cover 50% of your dependents' premium for our health insurance plan
 - Employer contribution to employee's dental and vision premiums
- **Therapy Subsidy**
- **403(b):** 3% dollar-for-dollar match

Character (Do you embody Door of Hope's four core values?)

Christ-centered, expressed through:

- Faith: We have an active and personal relationship with Jesus Christ.
- Calling: Out of a sense of calling, we go above and beyond to meet our mission.
- Character: We demonstrate the character of Christ toward colleagues and families.

Empowering, expressed through:

- Trust: We trust one another, believe in one another, and give each other the freedom to take risks. (Mistakes are learning opportunities.)
- Accountability: We nurture God-given strengths through coaching and accountability.

Holistic, expressed through:

- Whole Person: Our emotional, spiritual and personal well-being matter to one another.
- Whole Organization: We are on one team with one mission. (We don't do silos.)

Relationship, expressed through:

- Family: We love, celebrate, and pray with one another.
- Reconciliation: We manage conflict, practice vulnerability, and pursue diversity with honesty and grace.

To apply, email your resume and brief cover letter to jobs@doorofhope.us. In your cover letter, explain 1) your understanding of Door of Hope's mission and our faith-based nature and 2) tell us why YOU are perfect for this role!