



MISSION SAN JUAN CAPISTRANO DEVELOPMENT ADMINISTRATIVE ASSISTANT JOB DESCRIPTION

SUMMARY:

The Development Administrative Assistant is a part time, non-exempt at-will position at the Historic Mission San Juan Capistrano reporting to the Executive Director. The Development Administrative Assistant is responsible for assisting and supporting the department with the coordination of development, maintaining the donor database, marketing, and fundraising activities in a manner that manages physical impacts and is sensitive to the historic significance of Mission San Juan Capistrano.

REPORTS TO: Executive Director

SUPERVISION RECEIVED AND EXERCISED: Receives general direction from the Executive Director and may receive direction from Events and/or Membership Managers.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Typical duties may include, but are not limited to the following:

- Assist the Development and Events teams with the planning and implementation of Mission sponsored public events, development events, as needed and assigned.
- Answer phones in a courteous, prompt manner, providing callers with accurate information regarding upcoming events or other information.
- Maintain Raiser's Edge database in an accurate, consistent, and timely manner.
- Coordinate and support the preparation and management of development related correspondence including generating mailing lists, labels, and mailings to targeted constituents for specific funds and projects. Works with staff to upgrade and formulate the installation of new or revised template letters.
- Participates in Raiser's Edge training opportunities.
- Coordinates with Executive Assistant regarding gift and in-kind donor recognition letters.

- Respond and acknowledge sponsorships, donations, and gifts in a timely and professional manner following established protocol.
- Assists with membership data entry, as needed.
- Maintains ongoing accurate RSVP lists for assigned development events.
- Assist with ticket procurement and sales for Mission sponsored events such as Music Under the Stars concert series.
- Assist with soliciting underwriting for Mission sponsored events cultivating positive partnerships.
- Provide support to annual Mission Gala and affiliated Gala events, as needed.
- Maintain professional respect for and confidentiality concerning Mission records, donors, members, or other sensitive data.
- Provide support and positive coordination across department lines in line with the overall goals of the Historic Mission and Mission Preservation Foundation.
- Perform related duties and responsibilities as required and assigned.

QUALIFICATIONS:

Knowledge, Skills and Abilities:

- Ability to work with a minimum amount of supervision under stressful conditions using effective proactive problem-solving skills.
- Excellent written and verbal communication skills.
- Ability to provide excellent customer service to the public, staff, volunteers, and vendors.
- Knowledge of fundraising practices and ethical standards established for fundraising professionals. Appreciation for sensitivity of confidential information, donor sensitivities, and understanding of the importance of serving donors and the ability to handle situations with maturity, poise, tact, and diplomacy.
- Good working knowledge of general office practices and procedures including the use and operation of standard office equipment.
- Excellent working knowledge of computer applications including Outlook, Word, and Excel and the ability to master other applications, as needed. Proficiency in Raiser's Edge data base program a plus.
- Ability to communicate clearly and concisely, both orally and in writing.
- Ability to understand and follow established operating procedures.
- Ability to perform duties in a professional manner and appearance.
- Ability to establish and maintain effective working relationships with diverse individuals and groups.
- Ability to exhibit accurate, dependable, and reliable work habits; pro-active problem solver; and be detailed oriented.
- Knowledge and ability to practice excellent customer service skills.
- Ability to manage and prioritize multiple projects effectively.

EDUCATION AND EXPERIENCE:

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain knowledge and abilities would be:

Education: High School diploma; some college coursework or event planning/development specific training preferred.

Experience:

- One to two years experience serving a nonprofit in a development, marketing or fundraising support role preferred.
- Experience with event planning and working with donors.

WORKING CONDITIONS:

- Working environment includes indoor office setting with occasional work in an outdoor setting during events on the Mission grounds including exposure to inclement weather.
- Extensive contact with the public.
- Job functions may require maintaining physical condition necessary for sitting prolonged periods of time; climbing stairs; walking on uneven ground; reaching or kneeling; extensive use of computer keyboard; ability to lift 20 to 25 pounds.
- Schedule will include weekday, evening, and weekend flexible shifts.