Position Title: Development Associate  
Reports To: Development and Operations Manager

The Development Associate plays a key support role for FHCL’s fundraising efforts, ensuring that the organization’s growing donor base receives the highest-quality care and service. She/he efficiently and expeditiously manages a high-volume of gifts and donor data and performs a variety of important tasks on a daily basis, including accurate data entry, prompt acknowledgment and solicitation generation, fastidious database management and regularly communicating with library supporters in a warm, friendly manner. In addition, the Development Associate helps keep the FHCL office functioning effectively by undertaking other duties such as meeting planning, administrative support and general office management. The Development Associate serves as an active member of the development team in meeting FHCL’s fundraising and institutional goals.

Primary Job Functions:

**Maintain, secure, and update donor database and constituent files (40%)**
- Promptly process gifts in the donor database (migrating to Salesforce in spring 2020), regularly meeting time-based benchmarks for gift acknowledgement
- Record all pertinent constituent contacts and activity into the database including appeals, event attendance, and donor stewardship
- Ensure constituent records are current and complete
- Ensure donor privacy by filing records regularly and securely

**Supports fundraising, stewardship and events (35%)**
- Create and run queries and reports for appeals, events and stewardship activity
- Generate, assemble, and mail donor communications and gift acknowledgements
- Manage the Max Writer machine and related projects to personalize donor stewardship
- Works in partnership with other staff to continually improve office and CRM functionality and processes

**Provide front-line reception service to office visitors, callers and staff (15%)**
- Provide back-up box office support for Pen Pals Author Lecture series as needed
- Maintain reception area, order office supplies and open office daily in a timely manner
- Serve as FHCL’s general first point of contact by managing the general email inbox, answering the main office phone and overseeing incoming and outgoing mail

**Provide support to the CEO, COO, and other staff (10%)**
- Assist the CEO and COO in administrative tasks such as setting up meetings, managing correspondence and other duties as requested
Qualifications

- 1+ years of administrative experience, preferably in a non-profit setting
- B.A. or B.S. degree preferred
- Highly efficient and self-motivated. Excellent organizational skills. Solid phone acumen
- Comfortable with routine tasks such as data entry
- Experience with donor management systems preferred (i.e. Salesforce), including running queries and reports
- Proficient with Microsoft Office (Word and Excel)
- Ability to work effectively on multiple projects
- Team spirit and a positive attitude
- Passion for libraries and the people they serve

To Apply
Send cover letter and resume to Linda Merritt, Finance & HR Director via lkmeritt@hclib.org or via postal mail at:
Linda Merritt, Finance Director
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