



## POSITION DESCRIPTION May 2024

**Job Title:** Donor Services Assistant  
**Reports to:** Director of Donor Services

Greater Houston Community Foundation seeks a dynamic, passionate, and service-oriented individual with an entrepreneurial spirit to join our Donor Services team. The ideal candidate must be exceedingly well organized, flexible, able to work independently, and enjoy the challenges of supporting a growth-oriented organization. This individual will play a vital role in providing excellent initial contact for our clients and providing general administrative support services including ensuring the integrity and efficiency of our Customer Relationship Management (CRM) database.

This non-exempt position requires a strong commitment to working in a team environment, adaptability, and the ability to interact with staff, donors, and volunteer leadership in a fast-paced environment with a high level of responsiveness and professionalism. Strong interpersonal and communication skills and respect for confidentiality at every level is required. This position will report to the Director of Donor Services and will be a member of the Donor Services team.

Hourly Pay Range (Non-Exempt): \$20.67 - \$23.08

The hourly wage will be set in accordance with the successful candidate's experience. In addition, the candidate will participate in employee benefits plans, including comprehensive health and dental insurance coverage, generous PTO, and 401(k) with matching component.

This is a hybrid position, offering a combination of remote work and in-office presence. Candidates should be comfortable with both remote collaboration and in-person meetings or events as required.

Interested parties should submit their cover letter and resume via our [online application form](#) by May 15, 2024. We will contact those candidates who most closely match our requirements.

### Job Responsibilities

- Provide front-line services for donors and clients by responding in a prompt and professional manner.
- Create, maintain, and file digital and hard copy donor records ensuring accurate and up-to-date records are properly maintained.
- Generate and directly mail charitable payments and completed donation receipts.
- Conduct regular audits and clean-up of the database to identify and resolve data inaccuracies, duplicates, and inconsistencies.
- Other miscellaneous administrative duties as assigned.

### Qualifications & Experience

We seek a team member that thrives on challenges and is comfortable in a fast-paced, demanding environment. The successful candidate will have a proven track record of excellent communication and interpersonal skills, strong analytical skills and attention to detail, and success working collaboratively within a team and servicing donors.

Specifically, the successful candidate will possess:

- Enthusiasm for and commitment to the mission of Greater Houston Community Foundation.
- Associate degree with 2-3 years of experience.
- Strong interpersonal, written, and oral communications skills.

- A high degree of professionalism, confidence and flexibility that allows the incumbent to work collaboratively and effectively with clients and colleagues of diverse backgrounds.
- Experience working with a CRM database, knowledge of Salesforce is preferred.
- Excellent ability to prioritize, organize, and manage multiple competing assignments.
- Values accuracy and commitment to excellence.
- Strong organizational skills and attention to detail.
- Ability to implement strategy and deliver results.
- Customer service-focused approach to relationship development.
- Entrepreneurial mindset.
- Willingness to work on additional projects as needed.

**Physical Requirements**

- Ability to lift, carry, push, pull or otherwise move files up to 5 pounds frequently and up to 20 pounds occasionally.
- Ability to stoop, kneel, crouch or reach frequently.
- Ability to remain in a stationary position approximately 65% of the time.
- Ability to move about inside the office to access file cabinets, office machinery, etc. approximately 35% of the time.

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The statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

Greater Houston Community Foundation is an Equal Opportunity Employer and does not discriminate against a job applicant or an employee because of a person's race, color, religion, sex (including pregnancy, gender identity and sexual orientation), national origin, age (40 or older), disability or genetic information. Greater Houston Community Foundation does not discriminate against a person because the person complained about discrimination, filed a charge of discrimination, or participated in an employment discrimination investigation or lawsuit.