

Donor Relations and Customer Service Administrative Assistant

Job Description

Lions Tigers & Bears is a big cat and exotic animal rescue and education center focused on providing a lifetime home for animals who have been abused and abandoned.

The Donor Relations Assistant is responsible for assisting the Donor Relations Coordinator to respond, engage, connect and support in organizing, facilitating and implementing Donor projects. This includes answering phones, responding to emails in a professional manner, preparing donor reports, producing donor acknowledgement letters, booking visits, accurate and timely processing of all gifts, memberships, receipts and acknowledgements, providing administrative support for events and development activities throughout the year and data entry – all as assigned and prioritized by the Donor Relations Coordinator.

MAJOR RESPONSIBILITIES

- Answering phones and assisting with visit bookings
- Processing in-kind contributions
- Database maintenance
- Volunteer onboarding

Job Duties:

- *Compile, sort and verify account data for accuracy from multiple sources in a timely manner
- *Receipt of donations (cash, check & stock), process, create deposits, and data entry for all outright, in-kind & membership donations on a routine basis
- *Gift acknowledgement to donors and members
- *Coordinate the selection of data for mailings, database queries, reporting and list extraction
- *Assist with membership fulfillment process and member requests
- *Maintain the database, conducting clean-up, back-ups, and ongoing maintenance
- *Streamline gift processing procedures
- *Provide administrative support for the development team to enhance productivity and operational efficiency

Qualifications:

Extensive experience in Customer Service required

Database experience in a non-profit environment recommended (DonorPerfect a major plus)

Superb attention to detail and high degree of knowledge of English grammar, spelling and punctuation.

Intermediate computer skills utilizing Microsoft 365 and typing speed of 55+ wpm and accuracy required (proof of valid testing required)

Ability to maintain confidentiality regarding donor and financial matters and comply with data integrity and security policies

Highly organized with the ability to stay focused and handle multiple assignments in a fast-paced environment

Knowledge, Skills and Abilities:

Goal orientated with a high level of energy, enthusiasm and dedication to the mission & goals of the organization

Exceptional interpersonal skills with the ability & personality to work collaboratively, accept responsibility, & motivate colleagues, volunteers & donors

Sound judgment & integrity

Focus on teamwork & customer service

To Apply:

Submit cover letter & resume

Job Types: Full-time

Experience:

- Data Entry: 2 years (Required)

Work authorization:

- United States (Required)

Working days:

- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday

Typical start time:

- 8 AM

Typical end time:

- 4:30 PM