

 **JOB OPENING**

**I. JOB TITLE: Donor Services Assistant**

Reports to: Development Director

Location: Huntsville, AL

Salary Range: $16 per hourly, plus benefits

Status: Non-Exempt

Type: Part-time, generally 20-30 hours per week

**II. JOB FUNCTION**

The Donor Services Assistant is a member of the development team and works closely with the Development Director to perform the vital function of processing donations from receipt, data input into donor database, tracking and generating thank you letters. This position collaborates with the rest of the development team to grow the Food Bank’s fundraising capacity through strategic, tactical, creative and progressive fundraising activities in order to meet the Food Bank’s goals.

**III. BACKGROUND**

The Food Bank of North Alabama is a nonprofit, tax exempt charity that feeds the hungry today and creates solutions that will end hunger tomorrow. Each year we distribute more than 13 million pounds of food to residents struggling with food insecurity in North Alabama. We work with a network of over 220 charitable feeding programs – including food pantries, soup kitchens and children backpack programs. We also pursue proactive solutions that address hunger’s root causes through local food entrepreneurship and healthy food access initiatives.

**IV. DUTIES AND RESPONSIBILITIES**

**Data management and Data entry**

* Process large volume of gifts (checks and cash) using multiple software platforms
* Perform ongoing data maintenance and clean-up, including duplicate management
* Assist in documenting ongoing data entry procedures
* Assist other staff with reports, queries and exports as needed

**Customer Relations**

* Produce daily acknowledgement letters and other customized donor communications and mailings
* Respond to donor requests, questions and concerns
* Assist with large in-house mailings, and coordinate volunteers engaged to assist with major mailings

**V. QUALIFICATIONS**

**Education/Certification**

* Associate’s Degree or equivalent experience

 **Experience**

* 1 - 2 years of job-related experience
* Expertise in Microsoft Word, Microsoft Excel or comparable spreadsheet software and mail merges
* High level of accuracy; excellent attention to detail
* Excellent writing and proofreading skills
* Experience handling confidential information
* Experience with data entry and database management

**Abilities**

* Adaptability
* Tech literacy
* Quality of Work
* Planning and Organization
* Collaboration
* Communication
* Valid Alabama driver’s license and vehicle insurance
* Passion for the Food Bank’s mission to solve hunger
* Values align with the Food Bank’s core values: respect, accountability, collaboration, urgency, service and integrity.

**VI. WORKING CONDITIONS**

This work is performed primarily in an office environment while sitting at a computer terminal for extended periods of time. May involve periodic lifting and carrying of items that may weigh up to 50 pounds. May work outside normal working hours and drive own vehicle for various projects.  Reasonable accommodations can be made to enable people with disabilities to perform the described essential functions.

**VII. FOOD SAFETY**

Commit to upholding policies, principles and best practices for food safety as well as to understand the personal responsibility to follow all safety policies and health rules, programs and procedures, to report all unsafe acts, environment or behaviors immediately and to always report safety issues, incidents or accidents immediately.

**APPLICATIONS**

Please submit an **application, cover letter and resume** by **Wednesday, April. 10** to jobs@fbofna.org.

**Download an application from www.foodbanknorthal.org/jobs-2/.**

*The Food Bank of North Alabama is an equal opportunity employer and provider.*

*This job description does not constitute a contract.*

*Thank you for your interest.*