



## **DEVELOPMENT DEPARTMENT ADMINISTRATIVE ASSISTANT**

### **POSITION DESCRIPTION**

#### **POSITION PURPOSE:**

The main objective of the administrative assistant is to support, assist, and help increase the productivity of the Development Department's effectiveness by providing information management support. Exact duties and responsibilities are determined by the Chief Development Officer, but will include revenue entry, administrative support, donor communication management, and tasks specific to the department's objectives and success.

#### **POSITION SUMMARY:**

The administrative assistant performs advanced, diversified, and confidential secretarial and administrative duties requiring broad and comprehensive experience for the Development Department. The administrative assistant will need to establish and retain total confidence from the Development Department for judgment and discretion including the handling of highly sensitive and confidential information in all responsibilities. Requires continuous use of technical and business vocabulary and a detailed knowledge of organizational operations, procedures, and personnel. Composes correspondence and reports, and communicates regularly with high-level volunteers, department managers and other staff on behalf of the Development Director.

#### **ESSENTIAL FUNCTIONS:**

1. Manage phone calls, emails, calendar, and other communications to the department. Send information and messages, and work with all department members.
2. General administrative support tasks including revenue entry, daily and weekly reports, mailings, calculation, proofing, and other tasks to help increase the productivity of the department.
3. Establish and maintain filing and record-keeping systems.
4. Ensure accuracy of fundraising reports.
5. Provide excellent customer service to all contacts to the department, working as a representative of the department and the council as a whole.
6. Be an example of a high-functioning and valuable staff member to the administrative staff of the council.
7. Work closely with all other department team members towards the goals of the department, and work productively with all council staff towards the overall success of the Scouting movement.
8. Areas of direct involvement will include, but are not limited to, annual campaigns, special event fundraisers, memorials and tributes, alumni events, matching gifts, volunteer hours, monthly reminders, and act as a back-up for other support members in the Development Department.
9. Other duties as assigned by the Chief Development Officer or Development Director.

#### **MATERIALS AND EQUIPMENT USED:**

Computer, copier, telephone, audio-visual equipment.

100% of time

#### **PHYSICAL ACTIVITIES AND REQUIREMENTS:**

Physical requirements include reaching, standing, walking, fingering, grasping, lifting, feeling, talking, hearing, repetitive motions, computer keyboarding, driving motor vehicle. Must be able to sit and work at a computer keyboard and be able to perform repetitive and stretching motions. While in office, work is usually sedentary. Occasional heavy lifting of boxes, files and equipment (up to 30 pounds).

100% of time

**MENTAL DEMANDS:**

100% of time

Reading, detail work, confidentiality, stress, problem solving, language, training, math, reasoning, verbal communication, written communication, customer contact, multiple concurrent tasks, frequent interruptions in a fast-paced environment, continual change.

**WORKING CONDITIONS:**

100% of time

The employee is not substantially exposed to adverse environmental conditions.

**WORKING RELATIONSHIPS, SUPERVISION, VOLUNTEER RELATIONS:**

Recognize the importance of a good working relationship with other staff members. Recognize the importance of a close and harmonious working relationship with all volunteers.

**MINIMUM QUALIFICATIONS:**

- Possess a high school education or equivalent. Some advance level of education preferred.
- Advanced knowledge of current Microsoft Office products (Word, Excel, Access, Outlook).
- Knowledge of Blackbaud Fundraising and CRM systems preferred.
- Experience with handling sensitive and confidential information is essential.
- Ability to interface with management and high level volunteers.
- High level of organization and ability to process work quickly with absolute accuracy working with minimal supervision.
- Must be detail-oriented.
- Skills on internet research and demonstration of intuitive ability to assume and link facts.
- Previous experience providing support is preferred.