



Donor Services Administrative Assistant

Reports to: Director, Donor Services and Planned Giving Specialist at The Pittsburgh Foundation

Position Status: Full-time, Non-exempt

Start date/End Date: Fourth quarter, 2019

Deadline: Applications accepted until Dec. 10, 2019.

Position Summary

The donor services assistant is a key member of the Development and Donor Services team processing donations to The Pittsburgh Foundation as well as providing administrative support to the entire donor services team, including the Director of Donor Services/Planned Giving Specialist. In addition, this position will give exceptional customer service to the Foundation's numerous donors and leaders in the community. The ideal candidate is a consummate professional with a strong work ethic, excellent customer service skills and attention to detail. The candidate will have a strong administrative background with deep experience in the Microsoft Office suite, and excellent written and verbal communication skills.

Administrative and Acknowledgement Processing- 60%

- Performs administrative and office support activities in the Development and Donor Services department reporting to the director of donor services/planned giving specialist. Duties may include:
 - Preparing gift acknowledgements in a timely fashion.
 - Sending grant acknowledgements in a timely fashion.
 - Create memorial/honor gift lists for donors.
 - Fielding and/or screening telephone calls.
 - Answering inquiries from donors.
 - Managing calendars.
 - Making meeting and event arrangements including scheduling rooms, ordering food, creating name tags, arranging parking and operate AV/meeting space technology.
 - Receiving and directing visitors.
 - Making travel arrangements, preparing expense reports, preparing timesheets.
 - Preparing and sending correspondence to donors or other constituents.
 - Creating spreadsheets.
 - Tracking budget expenses.
 - Updating presentations.
 - Filing, scanning, faxing.

- Resolves administrative problems by analyzing situation, working across teams and identifying solutions.
- Provides information by answering questions and requests.
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.
- Contributes to team effort by accomplishing related results as needed.
- Other duties as assigned.

Event Management- 20%

- Has primary responsibility to support all donor services related events at the Foundation including event management, scheduling rooms, ordering food, creating name tags, arranging parking and operating AV/meeting space technology. These include but are not limited to spring and fall donor engagement event, planned giving events and new donor orientations.

Data Management and Cross Check- 20%

- Serves as back up to data analyst on constituent management including updating addresses and constituent information.
- Quarterly cross check of data entry to ensure most updated and complete constituent information
- Periodic review of donor ages and scan of obituaries for donor deaths.
- Works with Donor Services Staff to guide donors through online portal.
- Serve as backup to other members on the administrative team for gift entry, credit card processing and charitable gift card processing.

Qualifications

- High degree of proficiency in Microsoft Office suite.
- Ability to manage several projects simultaneously.
- Work in a fast-paced environment.
- Requires excellent verbal and written communication skills.
- Strong problem-solving skills.
- Attention to detail high level of accuracy when entering information into system.
- Work occasionally in the evening.
- Possess ability to prioritize work and meet deadlines.
- Works well within a dynamic team environment.
- Flexibility in meeting changing demands.
- Exceptional customer service attitude.
- Sensitivity to confidential matters is required.
- Commitment to cultural competence and racial equity.
- A high level of professionalism and the ability to work collegially with staff across departments.

Preferred Qualifications

- Bachelor's Degree or equivalent experience.
- Experience with Blackbaud's Suite of products particularly Raisers Edge.

- Knowledge of the community's philanthropic and nonprofit communities.

To Apply

Interested candidates should submit resume and cover letter to jobs@pghfdn.org by Dec 10.

No phone calls please.

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About the Foundation:

Established in 1945, The Pittsburgh Foundation is one of the nation's oldest community foundations and is the 14th largest of more than 750 community foundations across the United States. As a community foundation, our resources comprise endowment funds established by individuals, businesses and organizations with a passion for charitable giving and a deep commitment to the Pittsburgh community. The Foundation has approximately 2,300 individual charitable funds and, together with its supporting organizations, assets of more than \$1.2 billion. Grantmaking from the funds benefits a broad spectrum of community life within Pittsburgh and beyond with more than 2,000 grantees receiving funding annually. The Foundation typically awards grants of more than \$40 million each year. Grantmaking from the Foundation's discretionary funds leverages a broad range of resources and enables the Foundation to be an important change agent for the region. Approximately 85% of all grant-making dollars stay within the Pittsburgh region.