

**Job Title:** Donor Relations Associate  
**Reports To:** Director of Development  
**Classification:** Non-Exempt  
**Salary:** \$35,000-\$45,000/year  
**Schedule:** 40 hours per week (some evenings and weekends are required)  
**Date Revised:** February 2018

## **CHANGE LIVES...AND MAKE A DIFFERENCE!**

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At HUF, we change lives every single day – in small and big ways. We don't get everything right all the time, but we are certainly committed to getting the most important things right most of the time. If you want to join an exceptional organization that works tirelessly to ensure that everyone is empowered to live *their* American dream, please continue reading...

We're looking for a candidate who will "knock our socks off". If you can see yourself assuming these responsibilities (and possibly more) and you meet the qualifications, please email your resume to [HUFJobsFL@gmail.com](mailto:HUFJobsFL@gmail.com).

*It is imperative that all applicants share in the HUF values as it serves as the foundation for how we treat each other, our clients, our funders and everyone we come in contact with. Those values include but are not limited to: Integrity, transparency, respect, dignity, accountability, diversity, and cultural awareness, commitment to excellence, collaboration and teamwork. Spanish is not required.*

### **About the Job**

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We're a \$5M+ human services, nonprofit organization serving over 15,000 clients annually. Clients served are toddlers to adults, individuals and families from more than 25 countries.

The Donor Relations Associate reports to the Development Director and is responsible for cultivating, stewarding, and expanding relationships between HUF and its supporters. We're a fast-paced, high-intensity work environment, and we're highly cooperative. A successful candidate will be able to prioritize many daily tasks, work under pressure, meet deadlines, and build rapport with clients/donor/funders. High levels of organization, planning, and attention to detail – along with a can-do attitude - make you an ideal fit for HUF!

Day-to-day activities include preparing thank you letters & sales materials, database entry & management, and coordinating social media for partners. Weekly and monthly activities include managing event logistics (confirming RSVPs, sending reminders, setting up event space, welcoming guests and post-event communications), preparing & executing mass mailings, and managing inventory of materials for donors/funders. An ongoing part of your work will also include creating development plans and setting goals; we take pride in investing in our team and providing opportunities for growth.

## Responsibilities

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- Prepares written materials (ex. letters, reports, presentations) and provides support to others (ex. editing & proofing).
- Regularly maintain donor relationship management database, including data entry, updating constituent records, and compiling biographical information.
- Researches, compiles, and analyzes information on key issues, relevant data and trends.
- Responds to requests for information and data in a prompt and courteous manner.
- Provides logistics and administrative support for orientations, meetings and travel.
- Fulfills data and reporting requests, including maintenance of electronic and hard copy filing systems.
- Process incoming donations; ensure gifts are accurately recorded and acknowledged.
- Implement procedures that capture, maintain & enhance donors' & funders' engagement and commitment to HUF's mission and programs.
- Drive to various locations in order to perform his/her duties.
- Special events/projects may require evening or weekend work (Occasional).
- Assist with special projects, contributes to team efforts, and perform other duties as assigned.

## Qualifications

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- Bachelor's degree in liberal arts, business, marketing, communications, or related field. Degree from an accredited institution.
- Detailed oriented with outstanding organizational and project management skills.
- Must demonstrate a strong command of English, written & oral; including grammar, spelling, structure, delivery, clarity and succinctness.
- Ability to prioritize work, manage time and handle multiple tasks simultaneously to meet strict deadlines.
- Possesses problem solving skills and recommends solutions.
- Displays professional demeanor and high ethical standards at all times.
- Computer proficiency with Microsoft Office (Excel, PowerPoint, Word). Able to troubleshoot information technology issues.
- Demonstrated top-notch customer service skills. Interacts with individuals from diverse backgrounds, educational levels, and cultural surroundings with respect and compassion. Works well independently and as part of a team, in order to promote harmony, cooperation, and good morale.
- Competency with donor management software, customer relationship management (CRM) software, or an ability to quickly learn database systems.
- Must have a valid driver's license and appropriate motor vehicle insurance.

## Work Experience

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- 5+ years of work experience. Nonprofit experience is a plus but is NOT required. Candidates with job experience in these areas are encouraged to apply: inside sales support, sales & marketing coordinator, PR, university/college foundation or alumni association or fund development/fundraising related field.