

## **Heartline Ministries**

### **Development Support/Administrative Assistant-Job Description**

Please forward cover letter and resume to [staci.coomer@heartlineministries.org](mailto:staci.coomer@heartlineministries.org) by January 4, 2019.

#### **Position Summary:**

Heartline Ministries is recruiting an administrative professional with database management experience who is passionate about supporting Heartline's mission by providing thoughtful donor engagement and record management.

#### **Schedule:**

This is a part-time, year-round independent contractor position (15-20 hours per week).

Location: Remote, home-based office

Compensation: commensurate with experience; no benefits offered as a 1099

Independent Contractor

#### **Requirements:**

Minimum of Associates Degree and 3-5 years experience in administrative role in a non-profit organization. Strong candidates will have fundraising knowledge, database management, and donor communications. Preferred competencies: Kindful (or similar nonprofit donor management system), Constant Contact, Google Drive.

#### **Responsibilities:**

- **Donor Records & Donor Management System**
  - Act as the point person of Kindful, Heartline's Donor Management System, including working with Kindful support team to resolve issues and providing support to Heartline staff members using the system
  - Use Kindful to track donations, assign correct designations, split transactions when needed, track soft credits for donations given through foundations/donor advised funds
  - Maintain complete and accurate donor records in Kindful - identify and merge duplicates, ensure contact information is present and up to date, add donors to applicable groups, etc.
  - Pull requested data from Kindful and develop/schedule reports for staff
  - Work with Accounting personnel to ensure that donor/donation information is consistent between Kindful and QuickBooks Online - manage syncs between Kindful and QBO
  - Record communication notes and personal donor information in Kindful

- **Donor Support/Donations**
  - Manage the transition of recurring donors out of PayPal and over to Kindful (project for 2019)
  - Reach out to donors when recurring donations are suspended/lapsed and help get it resumed
  - Assist donors with updating their payment/contact information, changing their giving (amount, method, etc.), facilitating employer matches, and providing receipts and tax summaries
  - Generate and send summary tax contribution statements each January
  
- **Donor Acknowledgement**
  - Quickly become familiar with the acknowledgement process managed by the Development team
  - Track and identify donations that need acknowledgement using Kindful
  - Acknowledge donations - Send thank you letters, make personal phone calls, send handwritten notes, acknowledge giving anniversaries, etc.
  - Record acknowledgement communications in Kindful
  - Identify new donors and call new donors within 48 hours of first gift
  - Track and support staff donor acknowledgment tasks by identifying donations needing additional acknowledgment (and portfolio donors) and assigning tasks to other team members for mailing personal notes, etc.
  - Identify individuals who should be contacted about monthly giving and let development team know
  - Identify groups of donors for “extra” thank you communications - donor anniversaries, lapsed donors, monthly donors, etc. and involve other staff as needed in thanking these individuals
  - Get thank you notes/messages from program participants and staff in Haiti
  - Request/revise updated thank you letter templates several times per year and for individual campaigns
  
- **Communications Support**
  - Enter new donor email addresses into Constant Contact to kick off appropriate welcome series as outlined by Communications Director
  - Clean up email database as directed by Communications Director
  - Assist Development team and Communications Director with administrative tasks for mass communications/mailings - mail merge, print, labels, stuff envelopes, etc. (including direct mail fundraising, donor communications, and sponsor updates)
  
- **Development Support**
  - Assist in developing and growing recurring and monthly donor program
  - Assist with donor engagement and retention efforts
  - Participate in ongoing donor stewardship