



Job Title: Advancement Associate
Reports To: Director of Advancement
Status: Full Time, Non-exempt

East Side Neighborhood Services is seeking an Advancement Associate to play a key role in supporting our fundraising efforts. ESNS is growing our fundraising team and that includes our data management practices and processes. We are looking for this person to be creative about building processes across the Advancement and Program Teams that ensure effective record keeping on current and potential donors that will empower relationship building and rich ongoing relationships with our supporters in our community.

Any mix of data management, advanced marketing, data architecture, fundraising, operations, process mapping, or other related skillsets could be the right fit for this role. We're looking for someone who geeks out about data, gets excited by process mapping, dreams of real-time dashboards, and loves a well done piece of data visualization.

We're also looking for someone who cares about East Side's mission (To build pathways toward equity by disrupting social and economic barriers) and Values (Inclusion, Effectiveness, Innovation, Community, Mutual Understanding). You'll be joining a growing team that will be committed to your professional growth and development.

Essential Duties and Responsibilities:

- Execute appropriate systems for donor recognition and cultivation including but not limited to donor management, research and cultivation, gift recognition, moves management, and ongoing stewardship relationships with an emphasis on direct, personal, donor-centered contact.
- Serve as the donor database administrator by completing data entry of gifts, pledges, and other information, creating and maintaining accounts, updating procedure manuals as needed, performing complex queries, assisting with and fulfilling reporting needs including donor lists, progress reports and other analytical reports as requested.
- Manage the gift receipt process by drafting acknowledgements for all gifts received within 1 business day. Maintain the integrity and accuracy of the donor database. Design and execute data integrity projects including returned mail, address updates, merge and inactivation processes.
- Track results and generate reports as needed by appeal, campaign, and year-end totals.
- Update CRM with constituent and donor demographic and gift information, and research returned mail and wrong phone and emails, including the use of various tools to keep addresses and phone numbers up to date.
- Create process maps in partnership with advancement and program staff that ensure effective data entry of donor information.

- Become the point person on the Donor database and provide training for staff as needed.
- Generate donor stewardship summaries for leadership team and coordinate creation of prospect briefings for advancement team and leadership as needed.
- Support Communications Associate in coordinating direct mail, email, and social media campaigns, and integrating with donor database.

Other Responsibilities

- Research potential donors, grant opportunities and foundations.
- Maintain and update database policies and procedures.
- Establish and maintain excellent donor relations and customer service to external customers who may request information including recent and past donations and other donor records.
- Work with the advancement staff to increase special event participation and revenue. Serve as liaison for customer service for special event participants, volunteers, and sponsors.
- Support the implementation of special events: including communications and logistics by serving as point person for event product, sponsor, and volunteer tracking.
- Complete special projects as assigned by the team.

Required Qualifications

- Superb organizational and time management skills with an excellent attention to detail and follow through in a fast-paced environment.
- Strong computer skills with website communication, social media and database systems.
- Proficient in Microsoft Office Programs, specifically experience using Excel in a variety of ways. Familiarity with Adobe Creative Suite preferred.
- Proven experience with Database management (Raiser's Edge, Salesforce, or other CRM, data, or donor management system).
- Flexibility to work occasional irregular hours, including evenings and weekends.

Preferred Qualifications

- Experience with data visualization and/or dashboard design. Tableau preferred.
- Two years or equivalent of fundraising, sales, marketing, data management experience.

Compensation: \$15.00-\$18.00 per hour (\$31,200-\$37,440), depending upon qualifications. Generous benefits including: Health, Dental, retirement, paid time off.

Application deadline: May 29, 2018

Send Resumes/Application to: East Side Neighborhood Services, 1700 Second St NE, Minneapolis, MN 55413; humanresources@esns.org; www.esns.org

AN EQUAL OPPORTUNITY – AFFIRMATIVE ACTION EMPLOYER