

MEND | Meet Each Need with Dignity

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www.MendPoverty.Org



JOB DESCRIPTION

POSITION TITLE: Donor Engagement & Database Associate

FSLA STATUS: Non-exempt

REPORTS TO: Chief Development Officer

LOCATION: Onsite

WAGE RANGE: \$ 26-28/hr (DOE)

MEND-Meet Each Need with Dignity is a nonprofit organization headquartered in Pacoima, CA serving the crisis needs of the most vulnerable community members. Operating the San Fernando Valley's most extensive Community Nourishment Programs, MEND distributes almost 4 million pounds of good food a year. And, in alignment with MEND's mission and long-term commitment to strengthen families and the community, MEND helps individuals address and overcome the long-term challenges that have kept them from thriving through our more intensive services and programs.

JOB SUMMARY:

The successful candidate for this position will have strong people skills, excellent data entry and writing skills, and possess donor Customer Relationship Management (CRM) experience such as Raisers Edge, Salsa, etc. Under the direction of the Chief Development Officer, the Donor Engagement & Database Associate will oversee all processes associated with the donor database and stewardship. This position requires strong attention to detail, excellent organizational skills, and the ability to effectively manage multiple tasks in a fast-paced environment.

ESSENTIAL FUNCTIONS:

1. Accurately processes and records donations, pledges & matching gifts and enters key donor interactions into donor CRM. Creates batch reports for accounting. Runs weekly donation reports and submits to CDO and/or CEO.
2. Regularly cleans and updates the database to ensure accuracy, consistency, and security of all records.
3. Assists with donor segmentation for targeted communications, appeals, and campaigns to enhance engagement and retention.
4. Drafts, personalizes, and sends acknowledgement letters, thank-you notes, and tax receipts within an established timeframe of 48 hours.
5. Responds to calls from donors who have changes or requests related to their records.

6. Supports the development of donor stewardship plans and ensures consistent follow-up and recognition of key supporters.
7. Generates a monthly list of donations, birthdays and anniversaries (or any future list as requested).
8. Prepares annual donation summaries for donors who have requested to receive only one receipt/statement each year.
9. Processes grant agreement forms as requested by funders.
10. Prepares and submits a weekly report of donations to direct mail vendor for acknowledgment letters, as well as data pulls to the vendor as requested.
11. Maintains an up-to-date fundraising calendar by keeping an accurate track of all due dates & deadlines for newsletter & direct mail submissions, reports, letters of intent and proposals in the donor CRM. Notifies appropriate Development & Program staff in advance of all funding and reporting deadlines.
12. Maintains periodic data clean-up, duplicate tracking and general database administration. Supports data migration when needed.
13. Supports the marketing dept. by regularly updating donor contact information (including email addresses) as required for donor communications, invitations and weekly eblasts, and assisting with website updates.
14. Provides general administrative support to the CDO & development team, as requested.
15. Other duties as assigned.

QUALIFICATIONS:

- At least 2-5 years' of experience working with a donor CRM such as Raiser's Edge and Salsa, with proficiency in data entry, running queries, and report production.
- Knowledge of CMS (Content Management System) platforms to support with updating MEND's website.
- Strong organizational skills with the ability to prioritize tasks and manage multiple deadlines. Keen attention to detail & excellent time management are essential.
- Ability to work collaboratively in a team environment and build strong relationships with colleagues, donors and volunteers.
- Dependable, detail-oriented, with a strong work ethic.
- Ability to handle confidential information with discretion and professionalism.
- Excellent writing & verbal communication skills, with attention to detail and tone.
- Excellent word processing skills and typing accuracy as well as proficiency in Microsoft Office applications.

TIME COMMITMENT:

Full-time (70 hours per 2-week pay period); may include some evenings/weekends and local travel. All positions contingent on continued funding.

To apply, please submit cover letter and resume to jobs@mendpoverty.org. Position open until filled.

The above statements reflect the essential functions considered necessary to describe the principal content of the job. They are not intended to be a complete statement of all work requirements or duties that may be inherent in the job. MEND is an equal opportunity employer.

MEND, named the 2022 & 2023 Daily News Reader's Choice FAVORITE WORKPLACE, is an equal opportunity employer committed to a diverse and inclusive workforce. We foster a culture that honors different perspectives, opinions, and backgrounds. Company culture is at our core.

Culture

- Warm and welcoming environment
- Staff and volunteers have a passion for making the world a better place
- Investment in, care and appreciation for all employees
- Celebrate success together at staff meetings, annual holiday celebration and for outstanding achievements
- Emphasizes personal and professional skill development through quarterly performance appraisals and regular 1:1 meetings with management
- Commitment to program excellence and impact

Core Values

- Excellence in programs, outcomes, and operations
- Informed, holistic approaches through active listening and credible messengers
- Integrity in our actions, building trust in our community and donors
- Transparency and integrity in all we do
- Dignity & respect for those we serve and each other

Benefits

- 100% of basic employee health coverage and life insurance paid for by employer. Dental coverage paid at 50% by employer; Vision coverage paid for by employee. May elect to purchase up to a PPO plan or obtain coverage for eligible family members at their own cost.
- Optional benefits include Flexible Spending Account and AFLAC.
- Employee Assistance Program (EAP) available providing 24-hour confidential hotline for employees to help find balance, address personal concerns, and assist with day-to-day challenges.
- 10 days of sick leave granted annually; ability to carry over up to 70 hours of unused sick time.
- MEND provides vacation benefits to all full-time and part-time employees for the purpose of giving them a period of rest and relaxation away from work with pay. New employees accrue vacation at a rate of 2 weeks per year.
- Option to participate in employer sponsored 403B retirement plan.
- 11 paid days off: 9 holidays, 2 personal days (birthday and work anniversary).
- Compelling work culture and values.