

## **MEND | Meet Each Need with Dignity**

10641 N San Fernando Road

Pacoima, CA 91331

**Phone** | 818.896.0246

**www.MendPoverty.Org**



### JOB DESCRIPTION

**POSITION TITLE:** Fundraising 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 Fundraising Associate will oversee the donor database and grants management processes, as well as prepare and send timely donor acknowledgements to individuals and organizations.

#### **ESSENTIAL FUNCTIONS:**

1. Processes and enters donations and key donor interactions into donor CRM. Creates batch reports for accounting. Runs weekly donation reports and submits to CDO and/or CEO.
2. Supports the donor acknowledgment process by writing & preparing thank you letters for donations received from foundations, businesses, and community organizations within 48 hours of receipt of donation as well as to a segment of individual donors as directed . Responds to calls from donors who have changes or requests related to their records.
3. Generates a monthly list of donations, birthdays and anniversaries (or any future list as requested), to support donor stewardship and retention efforts.
4. Prepares annual donation summaries for donors who have requested to receive only one receipt/statement each year.
5. Processes grant agreement forms as requested by funders.

6. 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.
7. Ensures MEND maintains a clean CRM – purging deceased donors, updating contact information, and requesting & entering personal information such as birthdays, spouses, etc. Enters fundraising campaigns, funds, and appeals for seamless tracking of donations.
8. 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.
9. Maintains periodic data clean-up, duplicate tracking and general database administration. Supports data migration when needed.
10. 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..
11. Other duties as assigned.

**QUALIFICATIONS:**

- Must have at least 2-5 years' experience working with a donor CRM such as Raiser's Edge and Salsa, including proficiency in data entry, running queries, and report production.
- Possess strong "people skills" and the ability to work with staff, volunteers, and donors in a positive and pleasant manner.
- Must be dependable, detail-oriented, with a strong work ethic.
- Knowledge of CMS (Content Management System) platforms to support with updating MEND's website.
- Experience with website services, online form creation, and marketing automation systems.
- Excellent writing, spelling, and editing ability; excellent command of the English language including rules and usage.
- Excellent word processing skills and typing accuracy as well as proficiency in Microsoft Office applications.
- Able to maintain and manage confidential donor information appropriately.

**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](mailto:jobs@mendpoverty.org) by April 15, 2024.

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 and 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, vision, dental, and life insurance coverage paid by employer; employee may elect to purchase a PPO plan or obtain coverage for eligible family members at their own cost.
- 10 days of sick leave granted annually (pro-rated for part-time employees); ability to carry over up to 72 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.
- 13 paid days off: 11 holidays, 2 personal days (birthday and work anniversary).