

# *Adventist Development & Relief Agency*

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## *Roles & Job Descriptions*



## Donor Relations Assistant

Department: C03 MARKETING  
Reports To: Marketing Director

### Purpose Of Position

### Position Summary

The Donor Relations Assistant maintains and manages all data within the agency's donor database (Raiser's Edge) and responds to donor queries.

### Key Responsibilities:

1. Maintain and input constituent details in Raiser's Edge and assist in ensuring all processes protect the integrity of the database
2. Process all donations, receipts and thank you letters
3. Manage incoming calls for donations and associated queries and provide follow up
4. Perform regular audits of database and modify processes as necessary (accounts, funds, appeals, constituent details etc)
5. Produce marketing and financial reports
6. Work cooperatively with finance in regard to donations and receipting requirements for general ledger
7. Provide support for fundraising initiatives
8. Produce mailing lists
9. Prepare thank you letter templates

### Other:

Perform other duties as assigned by Director of Marketing and Public Relations.

### Authority:

10. Reports directly to Director of Marketing and Public Relations
11. Authority as agreed with the Director of Marketing and Public Relations but not exceeding Director's authority

### Education, experience and commitment

#### *Essential:*

1. A personal commitment to ADRA's mission, vision and beliefs
2. Strong organisational and time management skills
3. Ability to accurately manage and maintain database records and prepare statistical reports
4. Previous work experience in a secretarial/administration assistant role
5. Well developed interpersonal and customer service skills
6. Ability to work autonomously and within a team

#### *Desirable:*

7. Prior experience in managing and maintaining database records and preparing statistical reports
8. Knowledge/understanding of marketing and bookkeeping principles
9. Willingness to achieve professional development
10. Keep abreast of world events and ADRA's response to these events

### Core Competencies:

1. Organisational and time management skills
2. Attention to detail
3. Customer service
4. Teamwork

Additional notes regarding this position

This Position is assigned to these staff

Wickes, Kat;