

Development Assistant

The Development Assistant is a full-time self-motivated, organized, and personable individual who will manage the gift entry and acknowledgment processes, provide administrative support for department activities, and execute development department events. Discretion is required.

Duties and Responsibilities

Administrative

- Process gifts, including logging, entering, and coding all donations (mail, web, event, etc.) and generating thank you letters using timely, effective, appropriate, and consistent methods in keeping with the TROSA acknowledgment plan
- Maintain and update the policies and procedure manual for Virtuous CRM and the Development Department
- Audit the acknowledgment letter process and systems regularly
- Organize shared electronic files
- Create mailing and emailing lists when needed by the department and organization and assist with the distribution of development communications via segment mailing
- Assist with the printing of publications and materials
- Order and maintain necessary office supplies
- Reconcile with and provide documentation for the finance department weekly, monthly, and annually for the audit
- Help plan and organize special events as directed, like stewardship events and the annual Turkey Trot
- Coordinate with the In-Kind Department for donor acknowledgment as needed
- Professionally attend and represent TROSA with appearance and demeanor at community events
- Participate in other department activities as needed

Data Management

- Manage and maintain all aspects of the development database, Virtuous CRM
- Remain current with Virtuous CRM training and serve as the resident Virtuous CRM expert, including training of other TROSA personnel as necessary
- Generate reports and mailing lists from Virtuous CRM
- Set up and track Campaigns, Funds, and Appeals in Virtuous CRM

Knowledge, Skills, and Abilities

- Excellent organizational skills and extraordinary attention to detail
- Practical motivational, business, and planning skills
- Must have the ability to self-direct and be proactive, using sound judgment
- Ability to thrive in a fast-paced environment
- Proficiency with Microsoft Office applications as well as donor database software, preferably Virtuous CRM
- Ability to take initiative and uphold professional standards
- Ability to work effectively with a diverse population

- Excellent time management skills
- Ability to understand and resolve technical problems independently
- Exceptional written and verbal communication abilities and interpersonal skills
- Ability to prioritize and manage multiple responsibilities independently

Credentials or Experience

- Bachelor's degree preferred
- At least 2-4 years of experience in administrative and database work (Virtuous preferred, but not required)
- Knowledge of basic fundraising principles and practices a plus

Special Requirements

- Must be available for some activities at night and on weekends
- Must be able to maintain confidentiality regarding all aspects of TROSA, including donor, volunteer, and program participant information
- Flexibility to help with additional tasks when needed

This is a full time position with a comprehensive benefits package. This position is not remote and is located in Winston Salem. Please submit your cover letter, resume and salary expectations to careers@trosainc.org

TROSA is committed to upholding equity and supporting and promoting a culture of inclusion for our community. TROSA serves a diverse population, providing a safe, supportive place for individuals to realize and affirm their self-worth, regardless of race, ethnicity, age, religion, disability, sexual orientation, gender identity, and gender expression.