FOOD BANK OF NORTHERN NEVADA

JOB DESCRIPTION
DATA MANAGEMENT ASSISTANT

Reports to: Individual Giving Manager

JOB SUMMARY:
The position of Data Management Assistant is responsible for ensuring the smooth flow of work by providing support to the Marketing and Philanthropy Department staff. This position is responsible for performing skilled computer duties with expertise in donor data base programs, data collection, data input, donor research, reports and maintenance of records with highly developed organizational skills. This position reports significant workload conflicts to the Individual Giving Manager for resolution.

ESSENTIAL JOB FUNCTIONS:

1 Provide donor data management support.

2 Maintain and update current knowledge of data base activities and programs.

3 Input daily donation information, compose, edit and process statistical reports, conduct donor research, maintain donor profiles and reports, maintain donations logs, process thank you letters and daily mail pertaining to fundraising activities.

4 Maintain absolute confidentiality regarding all donor records, transactions, data, research and communications, respecting the anonymity of each donor's identity, as directed by the donor and department policy.

5 Maintain a positive work environment by conducting all communications with clients, visitors, colleagues, co-workers and supervisors in a professional, friendly, cooperative and helpful manner.

6 Attend staff meetings and other administrative meetings as assigned/appropriate.

7 Complete miscellaneous projects and research as directed.

8 Work cooperatively as a team member with other employees of the Food Bank to create new systems and strategies to increase the awareness of the Food Bank in the community and the region.

9 Perform other job functions as requested or assigned.

ESSENTIAL QUALIFICATIONS AND ABILITIES:

1 Excellent communication skills, both written and verbal.

2 Able to take direction well, using active listening skills, asking questions and taking notes if necessary.

3 Ability to work independently.

4 Strong organization skills.

5 Excellent computer skills (data base, word processing, spread sheet, email and internet experience).

6 Excellent phone etiquette.

7 Excellent public relations and customer service skills.

8 Ability to perform as an effective, positive team member.

9 Impeccable ethical business practices.

10 Maintain a clean, well-groomed appearance.

11 Excellent history of attendance and on-time performance.

12 Valid Nevada driver's license and proof of satisfactory driving record.

PERFORMANCE STANDARDS:

Satisfactory performance is accomplished when:

Essential Job Functions and Essential Qualities and Abilities have been satisfactorily achieved.

Daily entries and maintenance of donor records are processed according to schedule and related reports are issued on or before deadlines.

All donor records and related files are accurate, complete and current.

Major donations, errors or problems related to donors and/or their records, and any other extraordinary circumstances are reported to the Individual Giving Manager immediately.

Correspondence recipients, telephone callers and visitors to the Food Bank are given a priority of courtesy, efficient service and complete satisfaction of their inquiries.

The Data Management Assistant demonstrates active and informed compliance with Food Bank policies and procedures.

The Data Management Assistant demonstrates self-directed, mature, disciplined, cooperative and tactful approach in completing work duties and in relating to supervisors, staff, clients and agencies.

All donors are treated with utmost respect, courtesy and appreciation at all times.

The Data Management Assistant uses time and limited resources to the best advantage of the Food Bank.

The Data Management Assistant meets work schedule requirements and/or provides proper notification for absence or tardiness.

The Data Management Assistant supports the mission and goals of the Food Bank by recognizing and reporting opportunities or threats to the ongoing programs and activities to assure quality improvements, to enable adjustments in planning and to capitalize on emerging trends or news.

The Data Management Assistant demonstrates the importance of a positive first impression as a first priority when presenting oneself and the Food Bank. The Data Management Assistant exhibits a positive, professional image, attitude and work product. The Data Management Assistant makes excellence the goal in all endeavors.

EDUCATION:

High school or equivalent is required.

EXPERIENCE:

Two years previous related office, data base management or secretarial skills required.

MACHINES/TOOLS/EQUIPMENT USED:

1. Telephone
2. Computer with various Microsoft Windows Office programs, donor data base management software
3. General office equipment, including copiers, fax machine, postage machine

ORIENTATION PERIOD:
3 to 6 months.

2/11