

<b>Position:</b>	<b>Development Associate – Individual Giving</b>
<b>Classification:</b>	Non-Exempt
<b>Reports to:</b>	Director of Individual Giving
<b>Effective Date:</b>	December 13, 2018

## **JOB DESCRIPTION**

### **Summary/Objective**

The Development Associate is an entry-level position working closely with the Director of Individual Giving to support donor stewardship and fundraising efforts for the organization. The Development Associate is responsible for gift intake, processing and acknowledgment as well as assisting with prospect research and customer service support for major donors, board members and other key stakeholders.

### **Essential Duties and Responsibilities**

- Maintains donor database, managing data entry to ensure accuracy and integrity; detect and correct or make recommendations to rectify inconsistencies and inaccuracies in data entry.
- Produce donor invoices, process payment intake and ensure timely acknowledgement of all gifts. Maintains recording/uploading of all individual donation record files.
- Conducts prospect research, data accumulation and donor profile creation, including managing President and CEO record additions and updates.
- Maintains donor segmentation lists and assists with donor event campaign management and mailings.
- Assists with invitations and confirmations for private donor events.
- Supports Director of Individual Giving in processing and servicing festival reservations for the Board of Directors and annual donors.
- Provides incoming phone and email correspondence during festival to manage itinerary changes and updates, includes direct correspondence and service with donors and board members.
- Provides customer service support at donor events, including check-in, guest list management and other tasks as assigned.
- Manages donor benefit delivery during Festival Napa Valley summer season.
- Provides support with auction invoicing and record upkeep.
- Provide back-up customer service support to box office and patron service teammates.

### **Knowledge, Skills and Abilities**

- Effective and professional communications skills in person, over the phone and in writing.
- Demonstrated ability to provide excellent customer service.
- Highly organized with the ability to manage multiple projects.
- Excellent interpersonal, verbal and written communication skills.
- Skilled collaborator and motivated team player.

- Maintains high level of professionalism. Reacts well under pressure and in a fast-paced environment; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.
- Proficient in multiple software and database systems including Salesforce and MS Office Suite of products. Experience with Wealth Engine a plus.

### **Work Environment**

This job operates in a professional office environment as well as occasionally onsite at host properties which frequently includes outdoor settings. This role routinely uses standard office equipment such as computers, phones, printers, filing cabinets and copiers.

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell. The employee must occasionally lift and/or move up to 40 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

### **Position Type/Expected Hours of Work**

This is a part-time hourly position, and general hours of work and days are **Monday through Friday 10:00 am to 2:00 pm** or as scheduled by supervisor; however, this position requires longer hours approaching and during events and some night and weekend work. Seasonal peaks should be expected from May through July annually when department support hours are extended and night and weekend shifts will be required.

### **Travel**

This position may require some local travel.

### **Required Education and Experience**

Bachelor's degree from an accredited college or university.  
Minimum one-year experience working/volunteering for a nonprofit organization.  
Experience working with luxury clientele.

### **Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

### **Equal Employment Opportunity**

Festival Napa Valley is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability status, protected veteran status or any other characteristic protected by the law.