

JOB DESCRIPTION

TITLE: Administrative Associate

DEPARTMENT: Donor Operations

REPORTS TO: Donor Services Manager

CLASSIFICATION: Full-time, Non-exempt

ORGANIZATIONAL OVERVIEW:

Jewish Federation of Greater Atlanta is a philanthropic and community champion, connecting metro Atlanta area Jews – of all ages, backgrounds, and perspectives – to our community’s power to improve the world. We partner with donors, organizations, and foundations to address the pressing issues facing our community, and to develop innovative strategies that result in deep and lasting impact locally, in Israel, and around the world. We envision a thriving and connected 21st century Jewish Atlanta where every Jew and their loved ones can access warm Jewish community, timeless Jewish wisdom, global Jewish peoplehood and Jewish ways to do good in the world.

Federation is continuing to build a team of highly motivated and qualified individuals with a variety of skill sets to create a new model of 21st century community engagement. We are seeking someone who is driven and passionate, and who demonstrates Federation’s commitment to our core values of excellence, fearlessness, empathy, collaboration, and a positive can-do attitude.

PRINCIPAL FUNCTIONS: The Administrative Associate will be responsible for providing administrative support to the donor services team for both Campaign and Foundation related needs. This Administrative Associate will also provide very light assistance to the HR Director.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Scan and code incoming checks
- Fulfill all donor communication mailings (acknowledgement letters, statements, tax documents, etc) after preparation by the donor services team
- Send birthday, condolence, and holiday cards to donors and fundholders
- Send acknowledgements for donor tribute gifts
- Monitor obituaries and alert team when needed
- Process outbound contributions in memorium as needed
- Follow up on any uncashed checks
- Generate any reports, lists or stats needed to support the work of the Foundation team
- Open new DAF accounts in Stellar and input relevant information into Salesforce
- Enter grants in donor portal
- Ensure that the tracking of notification of stock sales remains up to date
- Produce monthly and quarterly Foundation reports
- Actively maintain donor data quality in Salesforce and Stellar
- Verify any new non-profit grantees as needed



- Assist with basic HR needs – birthday and anniversary emails, employee name tag ordering, new hire emails

ORGANIZATIONAL SUPPORT

- Serve as part of the team for answering incoming calls/checking Federation voicemail, directing callers to the appropriate Federation professional to ensure their questions are resolved if needed
- Provide superior customer service, communication, and quick response time to internal and external customers
- Develop positive relationships with colleagues, donors, tenants and community members
- Analyze and make suggestions to continually improve efficiency
- Maintain confidentiality of all donor information
- Other duties as assigned

The above job duties and responsibilities describe the general nature and level of work for an employee in this position, but this is not intended as an exclusive or all-inclusive inventory of all duties required of employees in this job.

QUALIFICATIONS: Bachelor's degree or equivalent. Minimum 3 years of experience in an administrative or customer service role. Strong technology skills including experience with a CRM/data management system (Salesforce a plus), and proficiency with Word, Excel and Outlook. Flexible, collaborative, and comfortable multi-tasking effectively in a fast-paced environment. Strong planning and prioritization skills and excellent attention to detail. Proven track record of problem-solving and meeting deadlines. Excellent written and verbal communications skills. Strong interpersonal skills with the ability to positively and successfully interact with all members of the organization and external community. Good judgment and problem-solving skills. Exhibits a positive, collaborative, professional demeanor.

PHYSICAL REQUIREMENTS: Intermittent periods of standing and walking with extended periods of sitting. Must have excellent visual acuity for work with systems and records. Position requires average hearing and verbal ability to communicate with Federation staff, donors, volunteers, vendors, and others. The employee must occasionally lift and/or move up to ten pounds.

COMPENSATION: The salary range for this position is \$45,000 - \$52,000 plus a comprehensive benefits package. Anticipated salary near midpoint; commensurate with experience.

Jewish Federation of Greater Atlanta provides equal employment opportunities to all applicants and prohibits discrimination regarding race, religion, age, sex, national origin, sexual orientation, gender identity or expression.