

## **Job Description**

**Job Title:** Development Associate  
**Report to:** Director of Development  
**Job Category:** Full-time  
**Classification:** Non-Exempt/Hourly

### **Summary of Position**

The Development Associate provides overall support for the Development Office with a special emphasis on accurate and timely data entry, processing, acknowledgement, and reporting of gifts and pledges. Duties will include project management, administrative support and customer service duties related to the fundraising activities.

This position requires a highly organized individual with an understanding of fundraising and donations; excellent written and verbal communication skills; a demonstrated ability to effectively multitask while paying close attention to detail, excellent follow-up, commitment to deadlines, who is collaborative and enthusiastic.

The Development Associate plays an integral part in supporting ARRL's fundraising efforts and is responsible for assisting in the growing fundraising and donor efforts.

This is a full-time, on-staff, on-premises job, based in Newington, Connecticut.

### **Major Duties and Responsibilities**

- Perform administrative and logistic duties in support of ARRL development and fundraising programs.
- Manage the data entry of contributions, donor information and donor acknowledgment letters.
- Develop and produce campaign and donor reports.
- Manage donor benefit programs.
- Maintain and complete accurate donor files.
- Manage fundraising campaign production.
- Serves as liaison with vendors, staff, volunteers, and donors.
- Perform written and verbal communication.
- Assist in telephone and email coverage.
- Highest level of confidentiality, discretion, and accuracy required at all times.
- Perform other duties as assigned by supervisor.

### **Expectations**

- Contributes to creating a positive energy and fostering a team atmosphere, showing excitement and pride in the team's work, and being accountable for results.

- Demonstrated ability to work under pressure and handle a wide variety of activities and confidential matters with discretion.
- Exercises excellent verbal and written communication skills.
- Ability to work both independently and in a team environment, utilizing strong interpersonal skills effectively to interact with a diverse range of people.
- Exercises superior organizational skills and foresight.
- Proactively ensures that all priorities are accomplished, and unplanned items are addressed timely and appropriately.
- Effectively manage multiple tasks and projects and prioritize workload.
- Exhibit the ability to take initiative, follow-through and pay close attention to detail.
- Applies critical thinking skills in a daily work and interactions with all contacts.

### **Knowledge and Skills**

**Experience:** One to three years of proven administrative and customer service experience.

**Education:** One to three years of similar or related experience.

### **Interpersonal Skills:**

- The ability to be clear, specific, professional, and courteous in spoken and written communication.
- Courtesy, tact, and diplomacy are essential elements of the job.
- Must be able to interact with a diverse range of people with professionalism.
- Desired qualities include self-confidence, intuition, flexibility, positive attitude, and diplomacy.

### **Other Skills:**

- Excellent computer skills, including proficiency with donor database software and Microsoft Office Suite.
- High-level of customer service required, and general office experience preferred.
- Two to three years of fundraising experience preferred.

**Work Environment:** Office Environment with some travel required.

To apply please submit your resume and cover letter to [HR@arrl.org](mailto:HR@arrl.org)