



Job Title:	Philanthropy & Engagement Assistant		
Department/Group:	Philanthropy & Engagement	Reports to:	Director of Philanthropy & Engagement
Work Location:	Community Service Center	Classification:	Non-Exempt

RESPOND Overview

RESPOND partners with individuals, families and communities to end the serious public health issue of domestic violence. RESPOND strives to achieve its mission through prevention, intervention and education services that promote safe, healthy relationships.

A pioneer in the movement to end domestic violence, RESPOND is New England’s first domestic violence agency and the second oldest in the nation. Its work began in the early 1970s, when four women from Somerville, Massachusetts started a grassroots effort to support victims of domestic violence by opening their own homes as safe havens for women fleeing abuse. In 1974, these “founding mothers” formed RESPOND, an organization that has provided life-saving shelter, support services, training and education programs to hundreds of thousands of members of the community since then.

Position Overview

The Philanthropy & Engagement Assistant is a full-time position supporting the organization’s philanthropic and communications functions. The Philanthropy & Engagement Assistant will accurately process donations to ensure timely acknowledgement, tracking and reports; create donor reports and process financial transaction; and provide administrative support around submission of public and foundation grants. While this is mainly an administrative role, the Philanthropy & Engagement Assistant will also have outward-facing duties, including interfacing with and stewarding donors and community partners, as well as representing RESPOND at internal and external events.

Primary Responsibilities:

General:

- Oversee all gift processing efforts (for checks, cash, credit card, and in kind) while implementing a best-practice approach to receipt, acknowledgement, and stewardship of individual gifts and donors.
- Maintain accuracy of tracking systems and database for corporate, foundation, and other constituents, while maintaining confidentiality of information.
- Support management of donor database (DonorPerfect) to ensure data integrity.
- Direct the production of all fundraising reports and work with the Director of Philanthropy & Engagement to set priorities and implement action plans, measure results, and determine future strategies.
- Coordinate with program staff to sort and process all non-client mail.
- Prepare and produce general and donor reports, summaries and general and confidential correspondence as directed, and support Directors of Philanthropy & Engagement and Finance & Administration with financial reconciliation.
- Interact with donors, vendors, and volunteers at our Community Service Center, including for donation drop-offs and to manage day-of volunteer projects.
- Support implementation of organization’s communications plan (through written and verbal communications, social media, website, and other vehicles).
- Solicit in-kind donations for programs and events.
- Represent RESPOND at outreach and fundraising events.

- Uphold RESPOND's mission, by supporting Programs and Services and the day-to-day operations of the Community Service Center, as needed.

Other:

- Other duties as assigned by the Director of Philanthropy & Engagement.
- May provide administrative support to the senior management team, including CEO.

Qualifications, Experience & Skills

QUALIFICATIONS and EXPERIENCE:

- Minimum of 1 year of experience in an administrative position.
- Experiencing working with volunteer committees preferred.
- Preferred experience with a donor or CRM database (Donor Perfect preferred) and/or with an accounting software (QuickBooks preferred).
- Customer service experience valued.
- Graphic design skills and/or experience with social media marketing preferred, but not required.

SPECIAL SKILLS REQUIRED:

- Strong organizational, planning, and recordkeeping skills.
- Proficiency in computer skills (Microsoft Word, Excel, PowerPoint).
- Strong attention to detail, including proofreading and editing skills.
- Excellent interpersonal and communication skills, with an ability to express ideas verbally and in writing.
- Team player.

Work Habits

- Understands the organization's mission and has the desire to promote it.
- Detail oriented with ability to multi-task and juggles multiple priorities and projects.
- Self-driven and able to work effectively with minimal supervision.
- Demonstrates organizational and follow-through skills.
- Exhibits excellent time management.
- Communicates effectively with people of diverse backgrounds and income levels.
- Provides and receives feedback constructively.
- Ability to handle sensitive and confidential information.

Working Conditions

RESPOND provides essential services 24 hours a day, 365 days a year. This position is typically Monday-Friday 9am-5pm but requires flexibility; which may include working an earlier or later shift depending on program needs.

Pay range between \$18-23 per hour, depending upon education, language capacity, and experience.

Job Type: Full-time/Non-Exempt

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

RESPOND, Inc. is committed to building a culturally diverse staff that represents the populations we serve. RESPOND, Inc. celebrates diverse life experience and is proud to be an Equal Opportunity/Affirmative Action Employer (EEO/AA). Candidates who are bilingual/bicultural, of color, Native/Indigenous, with disabilities, who identify as LGBTQIA+, or who are members of other marginalized groups are strongly encouraged to apply.