



JOB DESCRIPTION

| Position Title: Advancement Associate | Employment Status: 40 Hours/Week, Non-Exempt, Benefits Eligible |
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| Department: Program Support Team | Location: St. Cloud, MN |
| Reports To: Advancement Director | |
| POSITION PURPOSE | |
| <p>Big Brothers Big Sisters of Central MN's (hereinafter BBBS) Advancement Associate will serve as a part of the Program Support Team. The Advancement Associate will be responsible for managing the donor database (Raiser's Edge), coordinating the acknowledgement process and supporting events including registration and the sponsorship process. The position is responsible for design and production of database reports for Program and Advancement areas as well as assisting with events, e-newsletter production, website and social media posts as directed.</p> <p>A successful Advancement Associate will produce positive outcomes in the following areas: timely and accurate stewardship of donors, up to date maintenance of the donor database and website, and excellent event support and database reporting assistance.</p> | |
| ESSENTIAL DUTIES AND RESPONSIBILITIES (IN PRIORITY ORDER) | |
| <p>The Advancement Associate is primarily responsible for the donor database, Raiser's Edge, ensuring donor gifts are processed and recognized in a timely fashion. Creating reports, export/import, training others and making suggestions for further utilization</p> | |
| <p>Assists the Event & Sponsorship Manager with event registration preparation, including securing guest lists, entering registrant and sponsors into the event management systems (currently OneCause and Engaging Networks), printing and preparing nametag packets and event signage, etc.</p> | |
| <p>Maintains integrity of information in database through cross-referencing, data checking, research and work with other staff members. Update constituent records on an ongoing basis, including coordinating Change of Address updates.</p> | |
| <p>Provide ongoing content updates for the agency's website, and assist staff in troubleshooting website issues.</p> | |
| <p>Create social media posts as requested by Program and Advancement Directors, in collaboration with a third-party vendor.</p> | |
| <p>Assists the Advancement Director in producing the monthly <i>Big Times</i> e-newsletter.</p> | |

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| Creates and pulls reports out of Matchforce (Salesforce based CRM for Matches) for the Program Team. |
| Assists in tracking expenses and program outcomes for the DEED grant. |
| Assists Program Team in creating a monthly e-newsletter to Bigs, Littles and their families regarding upcoming activities and events. |
| Provides administrative support for the Advancement Team and Program Teams, as needed. Duties may include tracking information on spreadsheets, filing documents, organizing files, etc. |
| Adhere to BBBS's policies, beliefs, and values in all job-related activities. |
| Participate in agency events and committees and perform additional tasks assigned by the Advancement Director. |
| Covers front desk reception duties when needed. |
| Other duties as assigned. |

| KEY RELATIONSHIPS | | | | |
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| | Provide and/or Receive Routine Information | Work In Partnership with Others to Accomplish Individual Tasks | Educate Others | Persuade and Influence Others & Outcomes |
| Internal Relationships | X | X | X | |
| External Relationships | X | X | | |

| EDUCATION & RELATED WORK EXPERIENCE |
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| Education Level: (minimum & preferred educational requirements necessary to perform this job successfully) |
| Bachelor's Degree or equivalent experience preferred. |

| Years of Related Work Experience : (minimum & preferred related work experience necessary perform this job successfully) |
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| At least two years of administrative experience, data entry experience and database management preferred. |
| Must have access to transportation, valid driver's license, and meet required automobile insurance minimums. |

| SKILLS AND KNOWLEDGE | | |
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| | Required | Preferred |
| Goal-driven approach to work with a demonstrated ability to develop a rapport with individuals from diverse sectors. | X | |
| Strong database system and PC skills with proficiency in Word, Excel and Outlook. Desktop publishing, Raiser's Edge and Salesforce experience preferred. Crystal Reports experience a plus. | X | |
| Ability to meet deadlines while managing a wide variety of projects simultaneously. | X | |
| Ability to successfully work in a team environment. | X | |
| Enthusiasm, positive sense of humor and can do attitude. | X | |
| Access to transportation. | X | |
| Excellent time management, organization and independent judgment skills, Proven ability to take responsibility and problem solve in a proactive manner. | | X |
| Ability to relate well in cross-cultural environments. | X | |
| Ability to effectively collaborate with program and administrative staff. | X | |
| Ability to focus on details. | X | |

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| Travel Requirements: | None. |
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| WORK ENVIRONMENT/PHYSICAL REQUIREMENTS |
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| Routine office environment. Flexible work hours to meet agency needs. |

| Core Competencies | High Performance Indicators |
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| Creativity & Innovation | Able to generate creative ideas to solve problems and improve work methods; apply novel approaches to improve or enhance results; collaborate with team members to share best practices and brainstorm creative approaches; assess situations to uncover new opportunities or overcome obstacles. |

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| Customer Focus | Able to build strong working relationships with internal and external customers; identify unexpressed customer needs and potential services to meet those needs; independently anticipate and meet customer needs; prioritize work in alignment with the needs of the customer; use knowledge of customer to improve own work results. |
| Gets Results | Able to demonstrate high personal work standards and a sense of urgency about results to meet goals and deadlines; maintain high performance by viewing failures as learning opportunities and rebounding quickly from setbacks or rejections; persist in the face of repeated challenges; accept responsibility for the outcomes of his/her own work. |
| Relationship Building | Able to build rapport and cultivate effective short and long term relationships with others; adjust own interpersonal approach to fit others' perspectives, needs, cultures, or styles; recognize the impact of one's behavior on others; utilize a range of internal and external networks and resources to meet job responsibilities and reach specific influential people. |
| Flexibility & Achieving Change | Able to adapt to shifting priorities in response to the needs of external clients; quickly recognize situations/conditions where change is needed; work to clarify situations where information, instructions, or objectives are ambiguous; support organizational change. |
| Influencing | Able to persuade and enlist others' support in accomplishing objectives; effectively "sell" benefits of service to others; use data, logic and/or customer testimonials to influence others; develop effective working relationships with others who can help promote acceptance of own ideas; use different influence approaches as appropriate. |
| Planning & Organizing | Able to create and execute a plan of action to meet targets; balance the need for long term planning with short term objectives; avoid wasting time and resources on tasks that yield low value; monitor the progress and impact of assignments. |
| Valuing Diversity | Able to seek out and work effectively with others who have diverse perspectives, talents, backgrounds, and/or styles; contribute to a team climate in which differences are valued and supported; challenge any stereotyping or offensive comments; seek and respond to feedback from others about his/her own behavior that might be perceived as biased. |

StrengthsFinders Themes for this Position

A successful candidate will identify with the following themes from StrengthsFinders: Adaptability, Analytical, Arranger, Communication, Consistency, Discipline, Focus, Input, Learner, Positivity, Responsibility and Restorative.

Equal Employment Opportunity

Big Brothers Big Sisters of Central MN provides equal employment opportunities to all qualified individuals without regard to race, creed, color, religion, national origin, age, sex, marital status, gender identity, sexual orientation, or non-disqualifying physical or mental handicap or disability.

Americans with Disabilities Act

Applicants as well as employees who are or become disabled must be able to perform the essential duties & responsibilities either unaided or with reasonable accommodation. The organization shall determine reasonable accommodation on a case-by-case basis in accordance with applicable law.

Job Responsibilities

The above statements reflect the general duties, responsibilities and competencies considered necessary to perform the essential duties & responsibilities of the job and should not be considered as a detailed description of all the work requirements of the position. Big Brothers Big Sisters of Central MN may change the specific job duties with or without prior notice based on the needs of the organization.

| ACKNOWLEDGEMENTS | |
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| Executive Director: I have approved this job description and reviewed with employee. | |
| Signature: | Date: |
| Employee: I have reviewed this job description with my supervisor and acknowledge receipt. | |
| Signature: | Date: |

5/2019