

# Peninsula Humane Society & SPCA

## Donations Processing Associate

### Job Description

**Job Title:** Donations Processing Associate  
**Division:** Development, Planned Giving & Community Engagement  
**Reports To:** Development Manager  
**FLSA Status:** Non-Exempt  
**Salary:** \$16.85-\$19.23 per hour, depending on experience  
*Excellent Benefits Package Available*

**Summary:** This position is responsible for processing incoming donations, generating deposit reports, working cooperatively with other development department staff, and maintaining an accurate donor database.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

Enter donations accurately in development database, prepare deposit slips and generate the appropriate correspondence in a timely manner. (Donations may come in the mail, online, over the counter, etc.)

Determine proper coding for incoming donations.

Prepare thank you letters and other correspondence, including tribute and anniversary cards, in a timely fashion.

Create and maintain written instructions related to the duties of the position, including but not limited to donation coding, processing, generating letters, etc.

Adjust and customize thank you letters for donor cultivation purposes.

Contact donors when additional information or clarification is needed, while maintaining good donor relations and documenting all interactions.

Maintain current and accurate donor information in the database.

Responsible for incoming and outgoing mail at both shelters.

Responsible for monthly giving program for in-house and online donations, including processing, troubleshooting, and contacting donors when updated information is needed.

Responsible for matching gift program, including gathering employer/matching company information and reports, processing the associated checks, maintaining matching gift information in the development database (confirming gifts, entering matching pledges, documenting), contacting matching companies when needed (e.g. for matching factor, missing matches, missing initial donations), thanking donors, etc.

**Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Supervisory Responsibilities:**

Work closely with development volunteers on projects related to the position, and coordinate with them to ensure the tasks are completed properly.

**Education and/or Experience:**

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

**Language Skills:**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedures manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of the organization.

**Mathematical Skills:**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate ratio and percentages.

**Reasoning Ability:**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**Computer Skills:**

To perform this job successfully, and individual should have knowledge of Microsoft Office and preferably Raiser's Edge software.

**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 at a nonprofit agency. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. They include, but are not limited to the following: able to lift or move up to 30 lbs; stand or sit for extended periods of time; reach to an arm's length; 20/20 vision, use hands and fingers. While performing the tasks listed elsewhere in this document, incumbent is routinely exposed zoonotic diseases and noise.

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

EOE/M/F/D/V