

Job Title: Philanthropy Associate

Reports To: Philanthropy Manager

Type: Full-Time

Schedule: Monday - Friday

FLSA Status: Non-Exempt

Summary:

This position provides essential administrative and gift entry support to the Development team while upholding the vision, mission, strategic direction, and guiding principles of the Humane Society of Charlotte. Under the supervision of the Philanthropy Manager, the individual in this role will work collaboratively with Development staff and volunteers to complete key administrative tasks that support donor stewardship, data integrity, and fundraising efforts. This role also assists with donor engagement activities and events as needed, contributing to a positive and mission-driven donor experience.

Essential Duties and Responsibilities:

- Process cash and mail-in donations daily to maintain industry best practices.
- Operate and manage the DP Check Scanner system and ensure proper integration with DonorPerfect CRM.
- Generate and send timely donor acknowledgments and tax receipts via mail and email in collaboration with the Donor Database Strategist in accordance with the Gift Acknowledgement Process guidelines.
- Update donor thank-you letters and email stewardship communications monthly; ensure automatic online acknowledgment templates are updated quarterly.
- Coordinate ordering and donor correspondence for the HSC Brick Campaign three times a year.
- Assist the Major Gifts Officer with Legacy Society and Planned Giving correspondence, and track information in DonorPerfect Online (DPO), SharePoint, and physical files.
- Assist the Philanthropy Manager with monthly donor outreach to update expired credit card information once a week.
- Support fundraising campaigns, appeals, and donor engagement initiatives with administrative and communications assistance.
- Contribute to the execution of annual and monthly giving programs through donor communications and list management.
- Maintain and update donor recognition displays at the Animal Resource Center and online for Circle of Friends and Legacy Society giving groups.
- Track and record donor engagement and touchpoints to support personalized follow-up and stewardship.
- Support fundraising campaigns, appeals, and donor engagement efforts through administrative, research, and communications support.
- Contribute to the execution of annual and monthly giving programs through list management and donor communications.
- Attend Advancement Committee meetings and provide meeting notes for distribution.

- Take notes and support efficiency in other internal and external meetings as needed.
- Oversee the distribution of monthly pledge reminders for capital campaign donors.
- Support CRM integrity by identifying and eliminating duplicate records.
- Ensure confidentiality and security of all donor data.
- Support Donor and Database Strategist with grant research and monthly grant meetings as necessary.
- Provide general administrative support to development team members as assigned.
- Perform special assignments and other duties as needed.
- Provide guidance to development volunteers and manage volunteer scheduling.
- Help coordinate donor cultivation events, donor tours, and other engagement opportunities.
- Compile lists of potential sponsors, partners, and community supporters for the “Paws for a Cause” initiative, and Gala auction support.
- Manage the donate email and phone line to provide timely responses to inquiries from donors and the public.
- Performs special assignments and other duties as assigned when necessary

Volunteers

- Coach volunteers by providing regular, ongoing feedback and training.
- Promote integration and utilization of volunteers; recruit and train volunteers to assist department.
- Directly oversee daily work assignments of volunteers to ensure completion of work as assigned.

Qualifications/Expectations:

- Enthusiasm for the mission of the Humane Society of Charlotte and helping people and animals in our community
- **Preferred:** Bachelor’s degree in fields related to business, public administration, accounting, marketing, non-profit management, communications, or other related study
- **Preferred:** 1+ years in development/fundraising
- Experience using a CRM (Donor Perfect preferred)
- Knowledge of fundraising principles and techniques
- Strong writing skills as well as strong mathematical and highly accurate/efficient data entry skills
- Ability to analyze numerical data in order to make recommendations
- Capable of balancing multiple priorities, with limited resources, in a fast-paced environment
- Flexible team player with a positive attitude that has the ability to interface with all levels of staff and volunteers
- Goal oriented, committed to excellence and executes sound judgement
- Self-motivated, structured, well organized, detail oriented, and able to effectively work independently and within a team framework
- Exemplifies and fosters a workplace culture of compassion, diversity, equity and inclusion
- Have a reliable mode of transportation
- Willing to work flexible hours as needed including evenings and weekends when asked to assist with events
- EOE

Work Environment:

- Comfortable interacting with dogs and cats
- Exposure to high noise levels and odors
- Exposure to zoonotic disease in shelter environment

Physical Demands:

- Must be able to lift & move up to 25 lbs.