



Position: Donor Relations Assistant
Location: Greenhill Humane Society in Eugene, Oregon
Starting Salary: \$17-\$19/hr. plus benefits

Summary: The Donor Relations Assistant supports Greenhill's donor and supporter engagement activities through accurate and timely processing of donations, meticulous recording keeping, management of the donor database, clerical and other support to the donor and community engagement teams, and impeccable customer service.

Direct Supervisor: Donor Engagement Manager

Location: On-site with opportunity for some remote work

Hours: Full-time, hourly position (32-40 hours per week), based on operational requirements. Greenhill employees may be called to work in the event of a local disaster, inclement weather, or other emergency situation, and are expected to perform emergency service duties as assigned.

Essential duties and responsibilities:

- Utilizes Greenhill's donor database (DonorPerfect) to accurately enter and process donations, maintain records, and communicate with supporters.
- Sorts and opens mail.
- Accesses and processes information from donation portals.
- Generates, prints and mails "thank you" letters to donors.
- Frequent telephone and email communications regarding donations, information, and events.
- Performs weekly, monthly, and annual donation maintenance and processing activities.
- Generates reports and other information.
- Works with the donor engagement and outreach teams to support events.
- Provides clerical support as needed.
- Other duties as necessary or assigned.

General:

- Maintains confidentiality of all donor information and shelter operations.
- Meets with Donor Engagement Manager regularly to evaluate and improve existing programs and to identify and pursue new opportunities.
- Ensures accurate and complete record-keeping.
- Attends staff meetings and trainings, and stays up to date on shelter events, programs, and talking points.
- Represents Greenhill professionally and appropriately at all times and in all communications; perpetuates and strengthens the organization's positive reputation.
- Treats all animals humanely, properly, and with compassion at all times, and promotes a humane and caring attitude toward all animals.
- Flexibility in work schedule to accommodate major fundraising events.

Knowledge, Skills & Abilities:

- Experience and fluency in working with data entry and databases.
- Meticulous attention to detail and accuracy.

Knowledge, Skills & Abilities (continued):

- Experience of working in a customer service environment and understanding the importance of delivering excellent customer care.
- Experience working in an administrative/clerical position.
- Passionate about delivering high standards of customer care.
- Highly numerate and literate.
- Demonstration of exceptional communications skills, both written and verbal including the ability to effectively and professionally communicate with co-workers, volunteers, donors and other members of the community.
- Good skills and understanding of Microsoft programs, email, internet applications, and social media apps.; ability to learn DonorPerfect and other database software.
- Ability to remain pleasant and calm even in stressful situations.
- Excellent organization and time-management skills.

Work environment:

- Work is performed in an animal shelter with shared office space. Potential for exposure to zoonotic diseases, dangerous and fractious animals, high noise levels, hazardous chemicals, anesthetics and sharp objects. While performing the duties of this job, the employee may be exposed to noxious odors, fumes, and airborne particles (including allergens such as animal fur and dander); toxic or caustic chemicals; and potentially volatile situations which can present risk of violence or injury.
- The noise level in the work environment is usually moderate.
- Allergic conditions, which could be aggravated when working nearby animals, may be a disqualification.

EOE Policy:

Greenhill Humane Society is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment, without regard to race, color, creed, religion, sex, national origin, ancestry, gender, gender identity or expression, age, marital or domestic partner status, citizenship status, sexual orientation, disability, military or veteran status, or any other characteristic protected by applicable federal, state or local laws, regulations, or ordinances. Applicants with disabilities may be entitled to a reasonable accommodation under the terms of the Americans with Disabilities Act and certain state or local laws.