



Position: Donor Relations Assistant

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

Reports to: Donor Engagement Manager and works collaboratively with the entire Greenhill team

Hours: Full-time, hourly position (32-40 hours per week)

Location: On-site with opportunity for some remote work

Essential duties and responsibilities:

- Sorts and opens mail
- Accesses and processes information from donation portals
- Utilizes Greenhill's donor database (DonorPerfect) to accurately enter and process donations, maintain records, and communicate with supporters
- 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
- Works with volunteer department and front office to schedule/follow up with appointments
- 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

Knowledge, Skills & Abilities:

- Experience and fluency in working with data entry and databases
- Experience of working in a customer service environment and understanding the importance of delivering excellent customer care
- Experience working in an administrative/clerical position
- Meticulous attention to detail and accuracy
- Passionate about delivering high standards of customer care
- Highly numerate and literate



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- 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.

Greenhill Humane Society is an equal opportunity employer. We consider candidates of all age, races, color, religion, sex, sexual orientation, gender identity, national origin, disability, or veteran status. GHS values diversity in our workforce.