



The Refuge Center

FOR COUNSELING

Job Description

Position/Title: Development Assistant
Organization: The Refuge Center for Counseling
Category: Part-Time (25 hours per week)
Location: Franklin Office
Reports to: Director of Development

Purpose of the Position: The Development Assistant will serve as a key development team member by supporting our fundraising administration, events, and initiatives in order to fulfill our mission and vision. The position works directly with our Director of Development and Marketing Manager in the cultivation, solicitation and stewardship of donor constituents in order to meet and exceed our Annual Fundraising Plan goals.

SPECIFIC DUTIES

Administrative Support for the Development Department

- Serve as key contact for Network for Good, our donor management system: input new donations via check, manage donor data, run donor and giving reports, and pull mailing lists and email lists from Network for Good
- Provide fundraising events logistics and management support
- Help monitor donor engagement activities – cultivation, solicitation and stewardship
- Manage donor receipting, year-end receipts and consistent acknowledgement letters
- Work with our operations team in providing Facebook giving reporting, development and marketing invoicing and reports and our various giving platforms
- Help coordinate marketing and development meetings, documents and other logistics
- Provide support for our Connections lunches and other meetings hosted at our facility

Donor Engagement Support

- Timely and quality donor customer support through email, phone, and office visits
- Assist in donor thank you and donor thank you activity coordination, manage donor acknowledgements
- Support the planning process for the Development and Marketing Plans and strategic planning with Director of Development
- Support marketing with social media as needed
- Help us cultivate and grow our monthly donor program, FaithBuilders, serve as a key contact for monthly donor needs

- Assist in any donor appeal needs, church and corporate engagement efforts
- Represent Refuge Center at certain corporate fairs or other relevant events when the Associate Director or Director of Development cannot

Critical Qualities:

- A passion for our mission to offer high quality, professional counseling services to everyone, no matter income level
- Understanding of the importance of mental health, therapy, counseling and the confidential nature of our work and donor confidentiality
- Flexible and ready to serve
- Welcoming and kind spirit
- Strong interpersonal skills
- Thorough, organized, meticulous

Skills, Education, Experience

- Bachelor's Degree
- Non-profit, development experience a plus
- Strong organizational / administrative skill-set
- Experience and ease with Microsoft Office, Windows systems and software
- Excellence in written communications and correspondence
- Self-starter
- Attention to detail