



Helen Keller International Job Announcement

Administrative Assistant, Development Operations *(New York, NY)*

Co-Founded in 1915 by Helen Keller, Helen Keller International (HKI) saves and improves the sight and lives of the world's vulnerable by combatting the causes and consequences of blindness, poor health, and malnutrition. Headquartered in New York City, HKI currently works in 20 countries in Africa and Asia, as well as in the United States.

HKI is seeking an Administrative Assistant to join its Development Operations team which underpins the Fundraising and Communications mandate to raise funds and increase the visibility of HKI's programs.

This is temporary full-time position through June 2020, with the possibility of ongoing employment thereafter.

Key Responsibilities

Reporting to the Director of Fundraising Systems and Analytics and working closely with all members of the department, the Assistant will update the donor database and perform related operational tasks to ensure timely, accurate, and efficient processing and tracking of donations from multiple sources; and provide tactical support for donor cultivation events.

- Execute all aspects of gift processing including: gift keying and batching, gift imports, and pledge recording and tracking;
- Maintain/update donor records in a precise and timely manner, including: donor address changes, constituent coding updates, adding donor research, action, task, attendance and correspondence capture, and processing returned mail items and NIXIE list;
- Integrate daily web gift and constituent records across platforms; troubleshoot issues as they arise;
- Monitor caging vendor's work: review images and data entry from caging vendor for quality/accuracy, determine if follow-up donor actions are needed/requested and refer out or handle as appropriate;
- Provide excellent customer service: monitor incoming call line and email inbox for customer inquiries; assist donors with concerns and requests;
- Help prepare and send letters for gift acknowledgement/receipts, donor solicitation, cultivation, tributes, pledge reminders, and other special mailings;
- Perform routine quality control tasks and processes to ensure clean and complete data; create and complete data hygiene processes as assigned;
- Organize archives and files for physical and digital donor correspondence and other fundraising related documents and assets;
- Work across the department to prepare vendor payments including all vendor paperwork. Prepare invoices, Amex reconciliations, and track department expenses;

- Create, prepare, and distribute the daily income report, as well as other revenue, donor trends, attendance, tracking, and critical fundraising reports;
- Act as a database power-user, proposing improvements to processes and making recommendations to take advantage of database features;
- Provide technical guidance and support to department staff; advise on best practices for fundraising systems, processes, and data capture;
- Interact with team members using departmental task and project management software (currently Asana and Basecamp);
- Create and update protocols for all processes under your purview; and
- Back-up other functions in the Development Operations team, and special projects as needed and assigned.

Job Qualifications

- Minimum 2 years administrative work experience plus a Bachelor's degree required, or equivalent combination of education and experience, preferably in a fundraising, development operations, advancement services, customer service or related field, particularly in a non-profit environment.
- Excellent computer skills and aptitude to learn and adapt are essential. Solid Excel skills and experience with databases including query, export, and import tools. Familiarity with Raiser's Edge or RENXT and/or Luminate Online, ImportOmatic, Importacular a bonus.
- Demonstrated aptitude for analyzing and interpreting data and systems: ability to identify areas to increase efficiency a plus.
- Excellent oral and written communications and interpersonal skills with the ability to communicate and liaise effectively with colleagues and vendors and work well within a team environment. Must demonstrate ability to provide excellent donor services via phone and email with comfort and maturity;
- Accuracy and attention to detail a must; sensitivity when working with highly confidential information and ability to maintain complete discretion at all times;
- Proven ability to plan and manage a variety of tasks and high work volume: must work well under pressure, prioritize, meet strict deadlines plus show flexibility, and solve problems creatively.

To Apply

Qualified candidates should submit a cover letter and resume to Hki.Recruitment@hki.org noting the job title in the subject line. Applications will be accepted until the position is filled.

**In the spirit of our namesake, Helen Keller International
is dedicated to building an inclusive workforce where diversity is fully valued.**

We are an Equal Opportunity Employer where all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, age, sexual orientation, gender identity, genetic information, disability, or protected veteran status.

We are committed to providing reasonable accommodation to individuals with disabilities. If you are a qualified individual with a disability and need to request an accommodation during the application or interview process, please contact us at the email above or at:

Tel: 646-356-1789; Fax: (212) 532-6014