

## Helen Keller International JOB ANNOUNCEMENT

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

Helen Keller International is a global health organization dedicated to eliminating preventable vision loss, malnutrition and diseases of poverty. Cofounded by Helen Keller – and guided by her fierce optimism and belief in human potential – the organization delivers life-changing health solutions to vulnerable families where the need is great but access to care is limited. In the US, Africa, and Asia, Helen Keller's proven, science-based programs empower people to create opportunities in their own lives and build lasting change.

#### Background

Development Operations is an integral unit of Helen Keller's entrepreneurial External Relations Department responsible for raising support from individuals, corporations, and foundations. The External Relations department is structured in such a way that the work of each unit supports and reinforces the work of every other unit. Regular communication and a spirit of teamwork among colleagues, both hierarchically and laterally are essential to make this structure thrive. The unit is seeking an Administrative Assistant to underpin the External Relations mandate to raise funds and increase the visibility of Helen Keller's programs.

#### Key Responsibilities

Reporting to the Officer, Development Operations 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, which includes gift keying and batching, gift imports, and pledge recording and tracking.
- Maintain/update donor records in a precise and timely manner, which includes: 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 payment requests with all required documentation. Prepare invoices, credit card 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.
- Back-up other functions in the Development Operations team, and special projects as needed and assigned.

Helen Keller has a commitment to duty of care and ensuring appropriate health and safety measures are followed as staff return to the workplace during this unprecedented time. In light of the on-site essential functions of this position, the Administrative Assistant will be required to come into the office. The schedule and frequency of on-site work will be determined by the supervisor and senior staff. Some work at home will likely also be approved.

### **Required Competencies**

- 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.
- Excellent computer skills and aptitude to learn and adapt are essential. Solid Excel skills and experience with databases including query, export, and import tools.
- Demonstrated aptitude for analyzing and interpreting data and systems: ability to identify areas to increase efficiency a plus.

### **Qualifications**

- **Education and Experience:** Bachelor's degree required, plus a minimum 2 years administrative work experience, or equivalent combination of education and experience, preferably in a fundraising, development operations, advancement services, customer service or related field, particularly in a nonprofit environment.
- **Preferred Experience:** familiarity with Raiser's Edge/RENXT and Luminate a bonus.

### **To Apply**

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

***Helen Keller 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 call 646-356-1789.*