



# HAWAII THEATRE CENTER

**Job Description:** December 2018  
**JOB TITLE:** Development Associate  
**DEPARTMENT:** Development Department  
**RESPONSIBLE TO:** Development Manager  
**RESPONSIBLE FOR:**  
**TYPE:** Exempt

## Overview

The Development Coordinator is a member of the Development team who provides administrative support of the day-to-day functions of the Theatre and the Development Department, processes gifts and prepares acknowledgement letters, maintains the database, and ensures accurate and accessible gift records. The Coordinator also supports the department with donor relations, event support, and participates in fundraising and cultivation activities of the organization.

## Essential Duties and Responsibilities

- Accurate and timely Development gift processing and acknowledgement
  - Processes gifts and pledges daily
    - Date stamp each piece
    - Make copy of each for coding
  - Daily credit card processing and close out
    - Do transaction
    - Close out of all transactions
  - Gathers receipts of gifts made online
  - Prepares all gifts and receipts three times a week for bookkeeper to enter into accounting system
  - Coordinates printing, signature and mailing of gift acknowledgements within 48 hours of receiving a gift
  - Provides weekly summary/ reconciliation report of Development transactions to the accountant
  - Confirms and tracks corporate matching gift requests
  - Maintains filing and archiving of all gifts
- Development database maintenance and data entry
  - Duplicate record clean-up
  - Name and address changes, returned mail updates
  - Adds information to donor records
  - Fulfills data and reporting requests for analysis, meetings, donor acknowledgement, mailings
    - Donor lists
    - Mailing lists
    - Reports
  - Provides donor history and records for prospecting, as requested
  - Maintains and updates database guidelines
- Office support for the Development Department

- Maintains donor files and researches prospective foundations, corporations and individuals
- Provides customer service to donors requesting information on past donations and other donor records
- Assists with preparation of grant and sponsorship proposals and reports
  - Gathers collateral materials and documents
  - Coordinates signatures and notary, if necessary
  - Makes copies of proposal
  - Prepares and mails proposal
- Assists with grant and sponsorship deliverables
  - Ensures proper acknowledgement in marketing materials
  - Collates clippings reports
  - Ensures delivery of tickets and other hard items
- Assists with in-house mailings – membership renewals, invitations, annual fund
- Makes follow up calls for membership renewals
- Manages reservations for events
- Desktop publishing - creates flyers / invitations
- Text updates to Development section of website, as needed
- Office support activities for the administration
  - Prepares and distributes materials for board and committee meetings, orientation, takes meeting minutes
  - Receives, sorts, and distributes incoming mail
  - Mails or distributes signed checks
  - Creates, updates and maintains company logins, memberships, accounts, e.g. Hawaii Compliance (DCCA), [grants.gov](https://www.grants.gov), etc.
  - Updates bank signature cards with new board members annually, or as needed
  - Maintains and updates board and staff directories
  - Coordinates and prepares donation requests
- Front-of-house duties at performances/events (evenings and weekends) – set up and staffing of VIP entrance/check-in and private lounge for highest level donors and prospects, brochure distribution
- Assists in donor cultivation and stewardship event and outreach activities, as needed
- And other duties as assigned.

## **Skills and Knowledge**

- Associate degree or equivalent of two years of experience in an administrative support position, preferably in a not-for-profit development office in an educational setting
- Two years' work experience using a CRM database, [salesforce.com](https://www.salesforce.com) or Patron Manager strongly preferred
- Strong attention to detail required
- Broad understanding of fundraising principals
- Excellent verbal and written communications skills
- Excellent interpersonal skills
- Ability to organize, multi-task and produce accurate and timely work
- Ability to work independently and as part of a team
- Excellent time management skills and the ability to problem-solve
- Strong business knowledge of development, non-profit office procedures
- Requires sound judgment, discretion and a high level of confidentiality. Must be willing to sign a confidentiality agreement.
- Ability to establish and maintain effective professional relationships with staff, board members, volunteers, and vendors, all with a goal of providing extraordinary customer service
- Reliable and dependable
- Must be available to work nights and weekends, as necessary
- Proficiency in Microsoft Word and Excel
- Experience using desktop publishing programs is a plus
- Must be able to lift 25 poundsIT Skills including Microsoft Office (Word, Excel, Outlook) Knowledge of design and image editing software. Knowledge of ticketing systems ([salesforce.com](https://www.salesforce.com) preferred)
- Knowledge of the IT systems (e.g. [salesforce.com](https://www.salesforce.com))
- Knowledge of e-marketing (currently Hootsuite & MailChimp)
- Excellent written and verbal communication skills at all levels
- Commercial awareness
- Highly numerate with an eye for detail

## **Attributes and Abilities:**

- Demonstrate and encourage the ability to use initiative
- The drive to seek out training and development opportunities for yourself as supported by Hawaii Theatre Center
- Imaginative, creative and responsive attitude towards campaign management
- Ability to plan strategically and organize resources effectively in a fast changing business
- To be innovative in seeking new opportunities to develop the services provided by the department
- Ability to work easily across all departments to achieve common aims and to see collaborative opportunities

## **Qualifications and Training**

- Associates or Bachelors degree in Marketing or related field (or equivalent subject or experience)

## **Other**

- Strong advocate for the charity: its vision, mission and in all its activities
- Flexible attitude to work both in hours worked but also in attitude to problem solving
- The successful candidate will be able to help motivate Hawaii Theatre Center's prominent board to help build the roster of supporters and expand our fundraising to match our ambitious program agenda.
- Some travel possible.

- Ability to work “theatre hours” required in order to interface with donors and sponsors on frequent holidays, evenings and weekends.

Compensation will be commensurate with experience. Hawaii Theatre Center offers attractive benefits, currently including 100% paid health care, Flexible Spending account, short and long-term disability insurance, and a safe-harbor 401k contribution with a matching program.

### **Contact Information**

Please submit a cover letter, resume and writing sample to Jeffrey Lee via email at [jeffreylee@hawaiitheatre.com](mailto:jeffreylee@hawaiitheatre.com) . Resumes will be reviewed as they are received. The position will be open until it is filled. No phone calls please.

Hawaii Theatre Center is an equal opportunity employer that does not discriminate on the basis of race, color, creed, religion, sex, physical disability, mental disability, age, marital status, sexual orientation, citizenship status, national or ethnic origin, genetic information or any other protected status.

### **Disclaimer**

The information presented indicates the general nature and level of work expected of employees in this classification. It is not designed to contain, or to be interpreted as, a comprehensive inventory of all duties, responsibilities, qualifications and objectives required of employees assigned to this job.