

Carolina Tiger Rescue
JOB DESCRIPTION

TITLE: Development/Communications Assistant

SUMMARY: Provides fundraising, communications, and administrative support for the agency.

STATUS: Full-time/hourly/non-exempt/regular

SUPERVISOR: Development Director

REQUIRED QUALIFICATIONS:

- High school diploma
- 1 year directly related work experience
- Proficient in computer applications, particularly MS Office Suite and mail merge functions
- Strong written and oral communication skills
- Experience with Salesforce or other CRM database
- Attention to detail
- Strong work habits
- Ability to maintain discretion and confidentiality

PREFERRED QUALIFICATIONS:

- Bachelor's degree, particularly in directly related field
- Bilingual in Spanish

ADDITIONAL REQUIREMENTS:

- Fully vaccinated against Covid
- Clean criminal history check
- Negative drug screen
- 3 business references

WORK ENVIRONMENT

- Primarily indoor office environment
- Flexible work hours- requiring work on weekends

JOB REQUIREMENTS

- Must be able to communicate via radio and telephone
- Must be able to operate a computer and other office productivity equipment
- Must be able to remain in a stationary position for at least 80% of the time
- Must be able to occasionally move about the offices to access file cabinets, office machinery, etc.
- Must be able to exchange accurate information with other staff members, volunteers, and the public
- Must be able to detect roaring, screaming, thunder, lightning, and funnel clouds

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Organizational

- Commits to the mission, values, and philosophy of the organization
- Prioritizes the needs and welfare of the animals
- Promotes the organization and its cause at every opportunity
- Represents the organization in a professional manner
- Promotes quality customer service to all the organization's constituents

Donor Services

- Oversees donor gift processing and stewardship, including logging, entering and coding all donations (mail, web, event, etc.) and generating thank you letters using timely, effective, appropriate, and consistent methods.
- Manages information contained in the donor database.
- Documents best practices and enforces rules for data entry. Performs periodic maintenance to ensure that data is up-to-date and lacking duplicate records.
- Assists with donor stewardship, fundraising, and special events; including event logistics, catering, RSVP's, and post event stewardship.

Marketing / Communications

- Supports Marketing and Development Teams in website page creation and updates as needed.
- Assists with paid and free digital media strategies (Google Grant, Google Ads, and Boosted Ads) in coordination with the Development Director and Communications Director.

Office Support

1. Mail:
 - Retrieve and deliver mail to the Post Office and distribute mail as needed
 - Prepare items for shipping and arrange all shipping pickups and deliveries
2. Phones:
 - Answer phones and respond to inquiries or transfer as needed
 - Regularly check throughout the day the general voice mail box and respond to or redirect voice mails accordingly
3. General:
 - Regularly check, forward, and respond to email for the info@carolinatigerrescue.org
 - Respond to other requests for information via mail, email, and telephone
 - Send post-tour emails to tour guests
 - Maintain general office files/records in such a way as to ensure that, in your absence, the designee can find necessary documents/items and/or fulfill your responsibilities
 - Manage office supplies and equipment
 - Record staff meeting minutes
 - Helps with general clean-up and other duties as needed

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I have read and understand this job description and hereby certify that I am qualified to perform this job, with or without a reasonable accommodation.

Employee's Name (Print)

Supervisor's Name (Print)

Employee's Signature

Supervisor's Signature

Date

Date