



## **BACKGROUND**

Since 1877, The Fresh Air Fund has unlocked the limitless potential of more than 1.8 million New York City children from low-income communities. Each year, thousands of children experience outdoor summer adventures through visits with volunteer host families along the East Coast and Southern Canada and at The Fund's camps in New York's Mid-Hudson Valley. Fresh Air children also participate in year-round leadership and educational programs. The Fresh Air Fund is an independent, not-for-profit organization.

**The Fresh Air Fund (The Fund) seeks a Development Database Associate** to be the main team member managing the fundraising database.

The Development Database Associate oversees the flow of information into and out of The Fund's fundraising CRM, Salesforce's Nonprofit Success Pack (NPSP). The Associate is an important part of the donor relations team, responsible for gift processing, reporting, vendor relations, and assisting Development team members with their use of the system. The Associate will also be part of the team working with The Fund's direct marketing agency in ensuring the smooth transfer of necessary data. The Associate will also be able to quickly learn and help oversee third party platforms used by the Development Department. Candidates will demonstrate commitment to maintaining high quality of data integrity and to seeking ways to create efficiencies. This is a full-time position based in The Fund's NYC office and reports to the Director of Development.

## **RESPONSIBILITIES**

- Execute gift processing, including checks, importing information from caging operation and credit card company; run acknowledgement letters.
- Create and execute reports for direct marketing, finance, special events and other special projects as needed; develop new reports that assist the development efforts in using data to inform its fundraising operations.
- Ensure excellent data integrity; research, develop and implement best practices for use of the database in coordination with Development and IT teams.
- Seek out and implement ways to improve efficiency in departmental practices in using the database.
- Perform regular data maintenance functions including removal of duplicate records.
- Act as department liaison with the Finance & IT department.
- Oversee relationship with all vendors related to gift processing, including caging vendor, credit card processing and any third-party platforms.
- Member of team working with Direct Marketing vendor in ensuring coordinated transfer of data.
- Code invoices for payment and ensure timely payment through Finance.
- Provide excellent customer service by addressing donor concerns via phone and email.
- Provide administrative support to Director of Development and Development Team as needed; Serve as back-up to Executive assistant for phone and other needs for Executive Director.
- Support donor events in NYC and at The Fund's camps as necessary.

## QUALIFICATION/SKILLS

- College degree with one- to two-years' experience in a professional office setting, preferably in a non-profit.
- Experience with a donor database CRM required; Knowledge of Salesforce NPSP a plus.
- Experience with and excellent skills with Microsoft Office suite (Excel, Word, PowerPoint); able to do mail merges.
- Comfort with and ability to learn new systems and technology; knowledge of FormAssembly and Apsara a plus.
- A commitment to and enthusiasm for The Fresh Air Fund's mission and work
- Excellent problem-solving ability; comfortable with researching solutions independently to provide best options to key stakeholders
- Keen attention to details and a quick learner
- Excellent analytical skills
- Patient and friendly, with a high degree of professionalism
- Ability to work independently and to work comfortably with a wide variety of people at different levels within and outside of the organization
- Ability to effectively juggle multiple tasks and priorities

## HOW TO APPLY

Please email resumes and cover letters to Elizabeth Portland at [devjobs@freshair.org](mailto:devjobs@freshair.org) with **Development Database Associate** in the subject line. No calls please.

*The Fresh Air Fund is proud to be an equal opportunity employer, committed to inclusive hiring, and dedicated to diversity in its work and on its staff. We strongly encourage candidates of all identities, experiences, orientations and communities to apply.*