



Job Title: Administrative Associate

Department: Administrative

Status and Hours: Full-time, hourly, variable shifts as needed on weekends and evenings

Job Relationships: Reports to Development Manager. Works with a team daily that includes Directors, Managers, Animal Care Team, Humane Education, and Guest Services Team

Summary of Duties and Responsibilities:

Development Office Support – 75%

- Support the Development Manager as she works with a caseload of donors by handling data and donor files including maintenance of donor files recording touches, moves, interactions, asks etc.
- Maintain upkeep of Donorperfect through transfer of information from multiple databases including reports via Petpoint and Volgistics, duplicate removal and updated addresses, and reports received from our mailhouse
- Assist with the processing of online gift transactions and input of mail campaign donations, assigning the appropriate acknowledgements
- Conduct donor research at the request and direction of the Development Manager
- Assist with creation and maintenance of online registration and payment forms for multiple departments including Volunteer/Foster, Humane Education, Donations, and Events
- Generate Receipts & merged letters daily through DonorPerfect for acknowledgements
- Process Humanitarian monthly donors billing bi-weekly, contact donors regarding payment issues
- Enter donation information from multiple sources into DonorPerfect including Petpoint, Benevity, YourCause, etc.
- Process memorial tribute notifications and update memorial/honor webpage weekly
- Produce and maintain tracking reports through DonorPerfect and PetPoint for Development Manager
- Assist in tracking in kind donations and acknowledge in-kind donors
- Perform other support functions including creating monthly reports, as required by management, which accurately reflects donor activity

Administrative Support – 25%

- Support Marketing Coordinator with web and social media assistance, reports for MEWS subscribers, as needed
- Work with Development Manager as support staff at large-scale fundraising events, community activities, and in-shelter or out-the-door fundraisers, as needed
- Support Business Office with database entry & maintenance, refunds, correspondence, new hire orientations, invoices, and payroll etc.

- Support Executive Director with miscellaneous administrative projects and tasks including scheduling, copying, filing, meeting minutes, and word processing

Essential Skills:

To perform this job successfully an individual should have knowledge of donor management software or ability to become proficient within the first month from hire date. Advanced knowledge with Microsoft Office and computer keyboarding skills (typing and data entry) are required. Candidates should be outgoing and positive, with top-notch customer service skills. Demonstrates excellent organizational, interpersonal, and communication skills. Handles multiple concurrent assignments and meets deadlines.

Education, Prior Work Experience, and Physical Requirements:

Prior nonprofit experience preferred; high school diploma or equivalent required; demonstrated ability in oral and written communication skills; ability to lift 50 pounds unassisted, climb stairs unassisted multiple times each day; lift, scoop, bend and twist and walk as part of essential job functions; possess a valid State of Maine driver's license.

Working Conditions:

Most work is performed in normal animal shelter setting; potential for exposure to zoonotic diseases; potential for exposure to dangerous and fractious animals; exposure to high noise levels when in kennel area; potential for animal bites and scratches while handling animals.

To Apply:

Please submit a cover letter outlining your qualifications, reasons for pursuing a career in animal welfare and salary requirements with your resume to jobs@arlgp.org with the subject "Administrative Support Specialist." Submissions without the requested materials will not be considered.