



## **Worcester County Food Bank Development Associate- Temporary**

### **DESCRIPTION:**

Worcester County Food Bank (WCFB) believes that food is a fundamental right of all people, and that hunger is an issue of social justice. WCFB's mission is to engage, educate, and lead Worcester County in creating a hunger-free community. To that end, WCFB collects perishable and non-perishable food and distributes it through a network of Partner Agencies, including food pantries and community meal programs, trains Partner Agencies in food safety, and advocates for systemic and sustainable solutions to support children, families, and senior citizens in being more food secure and healthy.

This temporary position will primarily perform detailed donor data entry, process acknowledgment letters, and perform a variety of other donor database and customer service tasks, as needed.

In the case of a local, state, or federal emergency, WCFB is an essential organization and so this position is essential and will be called upon to perform essential duties in order to carry out the mission of WCFB.

### **RESPONSIBILITIES:**

- Process direct mail data from the bank by receiving and uploading Excel files into Donor Perfect database;
- Process donation batch reports with specific attention to details that should be noted in the record keeping and thank you process;
- Process donor thank you letters with specific attention to details that need to be included in the thank you, for example how the funds were raised or if they were made in honor of someone;
- Process acknowledgment of tribute and memorial gifts, as needed, to those recognized by the donor;
- Stuff, seal and post donor thank you letters promptly and as needed;
- Create and present gift reports regularly to supervisor and Fund Development team;
- Provide excellent customer service to donors through email, phone and mail, as well as in person, as needed;
- Update donor information in Donor Perfect, as needed;
- Perform all tasks in a timely and efficient manner, with excellent attention to detail and with the goal of maintaining the integrity and confidentiality of donor information stored in the database;
- Perform other tasks as assigned by supervisor.

## QUALIFICATIONS:

- Experience in a development, data-entry or bookkeeping type position preferred but not required.
- Strong organization skills and attention to detail.
- Ability to attend to repetitive tasks with precision.
- Ability to learn quickly and apply what one learns.
- Proficiency in Microsoft Word and Excel; basic Internet skills.
- Experience working with a database strongly preferred. Experience with DonorPerfect a plus.
- Effective communication skills and ability to work as an individual contributor as well as part of a team.
- Commitment to excellent customer service, as well as the WCFB mission required.

Note that the Development Associate is a temporary part-time, non-exempt, 20 hr./week position that reports to the Chief Operating Officer. This position will run weekdays August 2, 2021 – January 14, 2022. Ideally, the Associate will work Monday through Friday, 4 hours per day, however a different schedule may be considered for exceptional candidates. Hire is contingent on a comprehensive background check.

**Salary Level:** \$15.00 - \$18.00

### How to Apply:

*A formal Cover Letter is **Required***

- 1) E-mail [HR@foodbank.org](mailto:HR@foodbank.org) (subject line: “Temporary Development Associate”); *or*
- 2) Mail cover letter and résumé to Worcester County Food Bank, Attn: Lara Greene, 474 Boston Turnpike, Shrewsbury, MA 01545.

*WCFB is an Equal Employment Opportunity (EEO) employer and welcomes all qualified applicants. Applicants will receive fair and impartial consideration without regard to race, sex, color, national origin, age, disability, veteran status, genetic data, religion, or other legally protected status. We strongly encourage people of color, women, LGBTQ + individuals, people with disabilities, and people living with or have experience of poverty to apply.*