



We're Hiring!
Donor Services Associate

Location of Position: Marin Headlands, Sausalito, California

Reports to: Donor Services Manager

Position Classification & Expected Hours of Work, and Travel:

- This is a full time, hourly, nonexempt position.
- Regular onsite work is required. This is not a hybrid position.
- Evening and weekend work may be required as job duties demand.
- Occasional travel might be expected for this position.

Compensation Range: \$26.00/hr. - \$30.00/hr.

Benefits: Full Benefits:

- Generous time off policies, including Holidays, Sick, and Vacation.
- Medical, Dental, and Vision
- Life Insurance
- Long Term Disability Insurance
- 401k Retirement Plan
- Employee Assistance Program

Job Summary:

The Donor Services Associate provides database, administrative, logistical, and data entry support to the Donor Services department.

Essential Functions:

Gift Processing: 45%

- Performs daily data entry of incoming gifts from external sources with timeliness, accuracy, and attention to detail for accurate data reporting.
- Processes payment types including checks, cash, credit cards, wire transfers, stock, payroll deductions, matching gifts, in-kind donations, and internal transfers.
- Ensures that contributions are entered according to donor designation and other information vital for recognition and stewardship.
- Produce letters and gift receipts for a variety of gift types.
- Maintains electronic and paper filing for all gifts
- Collects and conducts gift entry of In-Kind gifts throughout the fiscal year.

- Performs scheduled data entry audits to ensure a high level of accuracy and adherence to quality control guidelines.
- Performs ongoing maintenance of donor records.
- Provides database support to the department and organization in a timely and professional manner as requested.
- Identifies and communicates donor and/or data issues to management.

Administrative Support: 45%

- Completes daily mail collection and sorting for organization.
- Forwards direct mail donations to lockbox for processing daily.
- Paper product inventory management including envelopes, stationery, membership cards, package supplies etc.
- Research prospective and current donors as needed for the individual and institutional giving teams.
- Assist with data migration projects as assigned.

Leadership: 5%

- Assist with the recruitment and scheduling of Development Volunteers.
- Assists with training of volunteers with Donor Services tasks such as data entry, filing, mailings, etc.

Other Duties as Assigned: 10%

- Perform special projects and research as assigned.
- Perform other duties as assigned.

Supervisory Responsibility:

None.

Knowledge, Skills, and Abilities:

- Attention to accuracy, detail, and deadlines while consistently striving for efficiency in process.
- Ability to work independently, prioritize competing tasks and adapt to change.
- Basic knowledge and experience with donor management databases and marketing databases a plus.
- Basic knowledge and experience with Adobe Acrobat.
- Skills operating Microsoft Office Suite (Excel, Word, PowerPoint, Access, and Outlook).
- Experience with web-based collaboration platforms, project management tools, and Donor wealth screening software a plus.

- Basic file management skills including but not limited to naming and labeling, organizing, folder structuring, logical hierarchy, and storage consistency.
- Ability to understand and follow written and oral instructions and priorities as set by management
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with cross-functional team members including volunteers, interns, and program staff.
- Ability to practice self-awareness and respect when engaging with people of diverse backgrounds.
- Willingness to support and participate in The Marine Mammal Center's diversity, equity, and inclusion programs.

Qualifications and Experience

- Valid driver license with acceptable motor vehicle record to maintain standards of insurability.
- Proof of COVID-19 Vaccination or waiver (medical or religious).
- This position requires a combination of education and experience equivalent to 1 year of relevant experience in development or fundraising. Experience with gift entry/database entry preferred.

Work Environment & Physical Requirements

- This position operates in a professional office, laboratory, and hospital environment both indoors and outdoors with access to other parts of the facilities via outdoor pathways.
- Ability to work in an open cubicle office space with many distractions.
- Routinely uses standard office equipment requiring repetitive motion in tasks.
- Ability to work at a desk for extended periods of time using a computer.
- Potential exposure to allergens and zoonotic diseases.
- Involves smells associated with animals and the care of animals.

OUR COMMITMENT TO DIVERSITY

The Marine Mammal Center actively engages individuals from all backgrounds. We are committed to embracing diversity within our organization because we firmly believe that diverse employee teams help us to achieve our best organizational outcomes and provide the most effective support to the communities we serve. We are deeply dedicated to creating and maintaining an inclusive, equitable and supportive work environment. We strongly encourage people from underrepresented groups to apply. The Marine Mammal Center believes in growth and supporting our employees as best we can so they can become their best selves in and outside of work. We believe that a healthy work environment means building an inclusive culture where people can thrive together and feel supported and empowered. We believe in stretch versus constraint.

OUR MISSION

The Marine Mammal Center advances global conservation through marine mammal rescue and rehabilitation, scientific research, and education.

ABOUT THE MARINE MAMMAL CENTER

The Marine Mammal Center is leading the field in ocean conservation through marine mammal rescue, veterinary medicine, science, and education.

For more information, please visit our “About Us” page at www.marinemammalcenter.org

To Apply: Please submit a cover letter and resume and provide a brief description about how your experience aligns with the role.

Note that applications without a cover letter will not be considered.

In your cover letter, please feel free to note which pronouns you use (For example – she/her/hers, he/him/his, they/them/theirs, etc).

We strongly encourage people of color, lesbian, gay, bisexual, transgender, queer and non-binary people, veterans, parents, and individuals with disabilities to apply. The Center is an equal opportunity employer and welcomes everyone to our team. If you need reasonable accommodation at any point in the application or interview process, please let us know.

[Application Link](#)