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**Advancement Associate**

**JOB DESCRIPTION**

**ORGANIZATION**

Veterans Bridge Home helps Charlotte veterans successfully transition home after military service by identifying their unique needs and goals then connecting them to available community, state and federal resources. We seek to elevate the community's understanding of Veteran issues, to provide solutions and to deepen collaboration among employers, educators and human service providers.

We believe our team is our greatest strength. VBH is committed to our mission through our people. Each of us understands the context and complexity of the need for a coordinated network, as a transformative way to propel veteran service delivery, city by city, then connecting these networks across the country. We employ team members that have experienced transitioning from the military, bringing to our work empathy, passion to assist and the belief that local communities become stronger by integrating our veterans.

**POSITION SUMMARY**

Reporting to the VP of Advancement, the Advancement Associate provides overall clerical and administrative support for the activities and efforts of Veterans Bridge Home’s Advancement team. The person in this position will implement best practices in maintaining the integrity of the information in the database (RaisersEdge) to ensure accurate, appropriate, and timely data entry, gift processing and donor acknowledgement. They will consistently project and enthusiastic, positive approach that contributes to a collegial and closely-knit organization culture. The ideal candidate will have the ability to work collaboratively with strong written and verbal communication, administrative, and organizational skills.

The Advancement Associate will be flexible and adept at management multiple tasks and deadlines in a fast-paced office environment and have the ability to handle confidential matters with discretion. In addition, the Advancement Associate will provide high level customer service and individual attention to the needs of VBH’s VIP constituents. This position requires some nights and weekend staffing at special events.

**DUTIES & RESPONSIBILITIES**

* Performs general administrative/clerical work including, but not limited to: running reports, mail merges and mailings, preparing reports and correspondence, copying and filing documents, data entry and maintenance, maintaining paper files, entering correspondence codes, and more.
* Assist with mailings including, but not limited to mail merges and mailing preparation, as assigned.
* Proficient in the operation of RaisersEdge/Blackbaud database.
* Responsible for gift entry, gift deposit, routine gift acknowledgement (completion within a maximum of 48 hours of gift receipt) and tracking of process.
* Responsible for creating new records and updating and merging duplicate records, adhering to established procedures, protocols, and best practices.
* Responsible for confirming, entering, and following-up on donor matching gifts from a variety of companies.
* Assist in advancement events, including but not limited to: Lunch & Lead, Bridge Builders event, Star Spangled Salute and others as assigned.
* Writing and submitting Foundation Grants as needed.
* Maintaining Grant Calendar.

**Additional Job Requirements**

* Strong computer and database entry skills required.
* Must possess strong written and verbal communication skills and have the ability to communicate with tact and diplomacy.
* Warm, personable, positive individual with integrity and a sense of humor who interacts well with donors, board members, and internal staff.
* Strong social skills, emotional intelligence, and ability to build and strengthen relationships with donors
* Ability to treat information with the highest respect for confidentiality.
* Self-starter with ability to problem solve.
* Strong attention to detail with ability and desire to follow established procedures.
* Strong computer and database management skills required. Strong proficiency in MS Word (mail merges), Outlook and Excel programs required.
* Ability to multi-task, prioritize, manage multiple deadlines simultaneously.
* Strong organizational skills.

**QUALIFICATIONS**

* Bachelor’s degree preferred, Associates’ degree required
* One to two years administrative assistant/customer service experience, preferably in a donor relations environment, preferred.
* Preference given to Veterans or military spouses.
* RaisersEdge/Blackbaud experience

**SALARY AND BENEFITS**

* Position is a full-time position
* Compensation will be determined based on education and experience

**QUESTIONS or INTEREST IN POSITION**

* Contact or send resume to Jodi Lich at jlich@veteransbridgehome.org