

Development Operations Assistant Lead

Put your passion for the desert to work. To apply for an open position, please forward resume and letter of interest to hr@dbg.org, fax to: 480.481.8173, or mail to:

Human Resources
Desert Botanical Garden
1201 N. Galvin Parkway
Phoenix, AZ 85008

Full-time, Non-Exempt

This position assists with all aspects of membership fulfillment and donor database integrity. Responsibilities include managing Development Operations training, processing gifts, producing donor acknowledgements and member fulfillment packages, maintaining data-entry standards in donor database and providing customer service through the Membership Helpline. This person assumes responsibility for the department in the absence of the Development Database and Operations Assistant Manager.

Responsibilities include:

- Help ensure the Development Operations team meet the Garden's internal and external goals for customer service.
- Support development operations staff with guidance on updating and maintaining procedures, assist with queries, list pulls and reports, as well as special projects as needed.
- Support the Membership Manager and other development staff by preparing reports and compiling data as needed.
- Provide Business Office with contribution data and enter gifts into Raiser's Edge in a timely manner to meet department goals.
- Train and assist in management of Development Operations Assistants.
- Maintain and update Development Operations Assistant training manuals.
- Enter, maintain and update constituent records in Raiser's Edge and ensure data integrity by running queries for quality control.
- Provide support for donor events such as Dinner on the Desert, Patron's Circle Home and Garden Tour and other special events as needed.
- Process and acknowledge contributions to Dinner on the Desert, staff appeals, tributes, Patrons Circle memberships, corporate matching gifts, targeted campaigns and other

special pledge and renewal reminders in the absence of Development Operations Assistant Manager.

- Participate in the weekly Development Operations rotation of routine tasks, including pulling web orders, calculating kiosk membership revenue, preparing contribution record forms, distributing mail and answering Membership Helpline phone calls and email queries.
- Support Development Managers in the compilation, assignment and completion of summer projects.
- Assist with Raiser's Edge training and general computer support for the Development staff.

Requirements include:

- High school degree and minimum 3 years related work experience or comparable education and experience combination.
- Proficiency in Raiser's Edge or comparable database software required.
- Proficient in Microsoft Office
- Experience with Galaxy Ticketing Systems or equivalent experience.
- Excellent attention to detail with high standards for accuracy.
- Dependable and self-motivated with the ability to work independently and as part of a team to meet deadlines in a fast-paced environment
- Project management experience.
- Strong customer service with written/verbal communication skills.
- Flexible schedule to allow 32 - 40 hours based on seasonal need and may include occasional weekends, holidays and evenings.

Desert Botanical Garden is an Equal Opportunity Employer and considers all applicants without regard to race, religion, color, sex, gender identity and/or expression, sexual orientation, marital or parental status, age, national origin, veteran status, disability, or any other status protected by law.

The Garden fosters and supports workplace diversity, equity and inclusion to honor the unique perspectives, experiences and contributions of all, to celebrate successes, and to cultivate individual and institutional excellence.

The benefits of regular employment at Desert Botanical Garden include a stunning environment, competitive benefits package, complimentary family membership, employee cultural exchange, wellness initiatives and discounts.