

Hilltop Artists in Residence
Job Description

Title: Development and Administrative Associate

Reports to: Deputy Director

Status: Full-time, Hourly

Position Summary: The Development and Administrative Associate is a highly experienced, detail oriented, and creative self-starter with strong collaborative and writing skills. The Development and Administrative Associate supports many vital organizational efforts, including fund development, communications, volunteer management, special events, and administration. This position is a key staff member and contributes to the success of our mission: “Using glass art to connect young people from diverse cultural and economic backgrounds to better futures.” We are a medium-sized youth development arts nonprofit in Tacoma, Washington with powerful programs, broad community support and a track record of success.

Major Responsibilities

- **Donor Development:** collaboratively design and implement donor development strategies and timelines, donor communications, reporting and data entry.
- **Online Communications:** develop and actualize social media, e-news, website management, and email marketing.
- **Volunteer Program Management:** administer and coordinate volunteer recruitment, orientation, retention, and recognition.
- **Special Events:** lead and/or support fellow team members in planning and implementing fundraising and special events.
- **Administration:** input and maintenance of office systems including database, digital and paper filing, record keeping, and organizational phone and email.

Specific Duties

- **Donor Development:** collaboratively design and implement donor development strategies and timelines, donor communications, reporting and data entry. Duties include, but are not limited to:
 - Prepare for and contribute to fund development retreats.
 - Work in collaboration with development team to create and implement thoughtful strategic donor development plans and timelines.
 - Exhibit strong sense of joy and gratitude in both written and verbal donor communications, such as notes, thank yous, reports, and appeals.
 - Participate in development campaigns on all levels, from conceptualization to outlining details and tasks required for completion.
 - Willingness to be lead staff on special development projects as assigned, such as crowdfunding campaigns.

- Help facilitate and guide donor group, Arts Connect Giving Circle, providing support for meetings and activities, including communications, notetaking, and follow up.
 - Other applicable duties as assigned.
- **Online Communications:** develop and actualize social media, e-news, website management, and email marketing. Duties include, but are not limited to:
 - Use knowledge of best practices to develop and execute social media plan.
 - Gather content and write bi-monthly e-newsletter, event announcements, and event reminders.
 - Manage the overall content of Hilltop Artists website, including regular review for necessary updates, make edits and changes to information as requested, add upcoming events, and research/implement ways to better leverage this tool creatively.
 - Serve as photography lead: Coordinate and/or take photographs of students, events, and glass; Organize photo storage and student release forms as necessary.
 - Other applicable duties as assigned.
- **Volunteer Program Management:** administer and coordinate volunteer recruitment, orientation, retention, and recognition. Duties include, but are not limited to:
 - Consult with staff to identify jobs, projects, and tasks for volunteers.
 - As necessary, interview prospective volunteers to ensure they are a good match.
 - Coordinate with Outreach Manager and Teaching Staff when student volunteers are needed.
 - Maintain and update volunteer asset map.
 - Develop and execute volunteer recruitment plan and timeline for events.
 - Ensure volunteers are properly trained and oriented for their assigned tasks.
 - Make donor retention a priority by thanking and recognizing volunteer contributions; Organize annual Volunteer Appreciation Party.
 - Oversee AmeriCorps VISTA and interns, if there is a current placement.
 - Other applicable duties as assigned.
- **Special Events:** lead and/or support fellow team members in planning and implementing fundraising and special events. Duties include, but are not limited to:
 - Understand and advance necessary steps towards hosting a successful and smooth event.
 - Plan event programming, including securing commitments from partners and speakers.
 - Develop and execute creative ideas that add to the look, feel, and experience of the event.
 - Provide post-event assessment for continual improvement.
 - Create and adhere to event budgets.
 - Outline event timeline and assure all roles and responsibilities are covered.

- Other applicable duties as assigned.
- **Administration:** input and maintenance of office systems including database, digital and paper filing, record keeping, and organizational phone, mail, and email. Duties include, but are not limited to:
 - Engage in office operations, such as managing organizational mail, assisting hot shop visitors, internal communications, and ordering supplies.
 - Administer Survey of Academic and Youth Outcomes (SAYO), analyze resulting data, and present final results to Executive Director, Grants Manager, and Outreach Manager.
 - Assist grants manager in assembling, creating, and sending final proposal packets and reports. Accurately record grants in database and help maintain grant filing system.
 - Maintain current knowledge and proficiency in Salesforce applications, including creating and maintaining Salesforce training materials in partnership with the Deputy Director.
 - Other applicable duties as assigned.

Expectations:

- Communicate with colleagues in an effective and collaborative manner, resolving issues as they arise.
- Serve as a positive role model for students.
- Work with students, volunteers and other staff with respect and consideration at all times.
- Maintain the highest level of confidentiality regarding student, donor, and program information.
- Research, design, and/or implement systems for maximum efficiency, such as activities reports, task lists, and calendars to guide management and staff.
- Staff twice-annual organization glass sales and other organization events as needed.
- Participate in staff retreats.
- Attend semi-weekly staff meetings.
- Seek professional development to enhance current knowledge.

Requirements:

- Minimum of five years of development, administrative, and/or nonprofit experience, with increasing levels of responsibility and independence.
- Demonstrable understanding of relational donor development and a passion for building philanthropic communities.
- Volunteer management with a record of well-managed projects, including ability to train, orient, and supervise volunteers.
- Professional experience using online communication platforms, such as Constant Contact, Wordpress, and various social media outlets.
- Effective database management skills – create reports, enter data accurately, teach others.

- High level of integrity and ethical awareness.
- Commitment to equity and social justice; willingness to engage in personal and professional growth.
- Driver's license and insurance.

Ability to:

- Research, analyze, and evaluate possible options for Hilltop Artists.
- Independently prepare clear and concise correspondence, memorandum, reports, and other written material.
- Communicate clearly and effectively with colleagues, students, public, partners, and stakeholders.
- Problem-solve and find creative solutions.
- Meet deadlines and manage own time and tasks efficiently.
- Establish and maintain effective working relationships with those contacted in the course of work, including students, vendors, partners, and volunteers.
- Operate with high professional standards.
- Dress appropriately for varied job responsibilities.

Physical Requirements:

- The ability to sit at a computer for extended parts of the day.
- Moderate carrying of objects weighing 15-35 pounds.
- Good manual dexterity.
- Talk and hear.
- Light lifting.
- Bending and stooping.

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