

Phoenix Art Museum is looking for a detail-oriented **Development Information Services Assistant** to provide data processing, donor database, reporting and fulfillment support, to Development Information Services. This will include, but is not limited to, gift entry, membership processing, corporate, individual, support group, and development events.

Job Duties:

1. Scan checks, prepare coded paperwork, and process check and credit card payments daily;
2. Work closely with accounting department to process checks, credit cards, and invoices; reconcile reports with accounting as needed;
3. Prepare fulfillment packets for Museum and Support Groups which include preparing and printing membership cards, acknowledgement letters, and additional materials as needed;
4. Prepare gift acknowledgement letters for general donations including Individual gifts, Corporate and Foundation gifts, and Development Event gifts;
5. Ensure accuracy on printed materials including membership cards and/or renewal and acknowledgement letters;
6. Review and update records in Raiser's Edge to ensure accurate, timely and current donor, prospect, and membership records;
7. Facilitate bulk-rate mailings from the Museum, develop mailing lists (both internal and external), obtain cost estimates from mailing houses, assist staff and volunteers with bulk-rate mailing needs;
8. Coordinate monthly renewal notice mailings and report monthly member retention rates. Provide monthly statistical reports;
9. Interact effectively with a wide range of Museum staff, supporters, volunteers, and visitors.

Minimum Qualifications:

1. Bachelor's degree, preferably in arts/non-profit administration, business, marketing or related field; or equivalent experience.
2. Minimum two years' progressively responsible experience working with a donor database system, preferably Raiser's Edge.

Knowledge of:

1. Automated fundraising software, Raiser's Edge preferred.
2. Querying and reporting from databases.
3. Basic principles of development and fundraising in a non-profit, preferably in a museum.

Skill and ability to:

1. Be detail oriented, emphasizing accurate and timely high-volume data processing
2. Consistent and accurate data entry of minimum 45 wpm.
3. Communicate efficiently and effectively with tact and diplomacy, both in person and on the telephone.
4. Communicate effectively in writing, with excellent composition, grammar, and proof-reading skills.
5. Maintain confidentiality of information.
6. Multitask on several assignments and remain highly organized, with persistent follow-up and an ability to handle shifting priorities with limited supervision.
7. Resolve complex problems with skill and diplomacy.

Submit cover letter, resume, and salary requirements with job code PAM-DISA to HR@phxart.org