



Development Assistant
(Full-time, in office location)

IRIS (Integrated Refugee & Immigrant Services, Inc., www.irisct.org) is a nonprofit organization whose mission is to help refugees and other displaced people establish new lives, strengthen hope, and contribute to the vitality of Connecticut's communities. IRIS serves people from all over the world who have fled persecution in their home countries to start new lives and become self-sufficient, contributing members of their new communities. With offices in New Haven and Hartford, IRIS serves refugees, asylum seekers, asylees, humanitarian parolees, undocumented neighbors and other immigrants.

General Description

The need for a Development Assistant comes at a pivotal time in IRIS's history. In recent years the organization has seen tremendous growth in programs, client volume, staff size, and operational budget. Having recently assumed responsibility for IRIS's government grants portfolio, the Development team is responsible for raising \$12M annually through a mix of contracted and contributed revenue streams. With continued growth projected for 2023 and beyond, the current fundraising strategy places equal emphasis on grants and contributions.

Under the guidance and supervision of the Annual Fund Manager, the Development Assistant serves as the backbone of donor relations by overseeing all administrative processes for gift and record maintenance. Additionally, the Development Assistant provides support for events, donor stewardship, major giving and in-kind donations. As an integral part of the Community Engagement Department, the Development Assistant will also work closely with the Director of Community Engagement, the Associate Director of Development, the CRM Manager, and members of the Communications and Outreach Teams.

Essential Duties and Responsibilities

- Manage the department's general email account, responding to inquiries as able or forwarding to appropriate staff as necessary. Respond to donor requests and general inquiries.
- Maintain accuracy of constituent records in CRM database. Manage all updates of personal information, contact details and communication preferences. Ensure constituents are coded appropriately and that mailing lists are updated regularly
- Manage gift entry and gift acknowledgement processes. Enter donations in CRM database daily, and work closely with Finance Department to ensure accuracy and timeliness of recording donor gifts. Produce acknowledgement letters on a weekly basis for all financial and in-kind gifts, including in honor/memory tribute acknowledgements. Maintain electronic filing system for copies of gift documentation and gift acknowledgements.

- Support the Annual Fund Manager and Associate Director of Development with fundraising and stewardship events, especially for IRIS's Run for Refugees 5k.
- Assist with event planning as needed. Examples of tasks may include: pulling lists of constituents according to specified criteria, drafting emails or other correspondence, setting up or sending mass communications, monitoring RSVPs, liaising with vendors, event set-up and clean-up, or other tasks as assigned.
- With guidance from the Annual Fund Manager, create materials to solicit and support donors to organize in-kind donation drives. Follow-up with interested donors and manage progress of active drives. Coordinate logistics of receiving in-kind donations with relevant program teams. Ensure that in-kind donations are recorded in the CRM and that donors are appropriately acknowledged.
- Design and order branded merchandise/materials as needed.
- Compile and create folders and marketing materials for donor meetings.
- Provide general assistance to members of the Development Team, including: scheduling meetings, calendar and contacts maintenance, meeting preparation and follow-up, drafting and mailing correspondence, and submitting development-related expense reports and requests for reimbursement.
- Provide occasional relief for receptionist as needed. Meet and greet visitors, answer and direct phone calls, receive mail and deliveries.
- Perform other duties as assigned.

Desired Skills and Experience

- Excellent customer service skills and ability to communicate clearly, in both written and spoken contexts.
- Exceptional attention to detail and strong organizational skills. Ability to manage multiple tasks and priorities.
- Commitment to maintaining confidentiality and exceptionally high quality standards.
- Positive, solution-oriented personality and style.
- Demonstrated team player with a strong collaboration ability. Ability to take initiative with projects and work both independently and as member of a team.
- Creativity and keen eye for aesthetics. Experience with or interest in graphic design.
- Strong tech skills including Google Suite, Microsoft Suite and Acrobat. Familiarity with Salesforce, Canva, Photoshop, Illustrator, or In-Design helpful, but not required.
- Entry level position. Bachelor's Degree or equivalent experience preferred, especially in an area related to office administrative support, development/fundraising, project management or event coordination. Prior nonprofit experience a plus.
- Commitment to IRIS' mission and anti-racism.

Currently the IRIS office is open by appointment only and only to people who are fully vaccinated against COVID-19. IRIS is currently encouraging all staff to work remotely as much as possible.

Candidates must be fully vaccinated against COVID-19 and comfortable coming into contact with other people.

Reports to: Annual Fund Manager

Compensation: The salary range for this position is \$20.37 - \$21.37 per hour.

Education Requirements: Bachelor's Degree or equivalent experience

Benefits: Health, dental, vision insurance. Life and disability insurance. Vacation (3 weeks); personal days (3 per year); sick days, holidays per IRIS schedule. Eligible for 403(b) retirement plan after 1 year.

To apply, send a cover letter, resume and contact information for two references to humanresources@irisct.org with the subject line of "Development Assistant."

IRIS is an affirmative action-equal opportunity employer.