



Administrative Assistant: Donor Relations and Special Events

LEVEL: Full-Time, Hourly, Non-Exempt

REPORTS TO: Director of Administrative Services

Summary of Position

The Donor Relations and Special Events Associate position provides essential administrative and coordination support for the fundraising program and events (fireflies, adult field courses, etc.). The position reports to the Director of Administrative Services and works with the Executive Director/President, and lead Development and Administrative staff members to support the fundraising program, special events and the advancement of the non-profit organization's mission.

The position requires a highly effective, self-motivated and detail-oriented individual with experience providing logistical support, managing spreadsheets, and coordinating with other team members related to events and participants. A successful candidate must demonstrate high energy, creativity, teamwork, adaptability, attention to detail, and the ability to collaborate with staff, community partners and donors.

Key Responsibilities

- Responsible for the management of the CRM/donor database, gift entry and data clean up.
- Implements a timely and tailored gift acknowledgment that includes generating acknowledgement letters and cards; providing information to support phone calls; and calling donors to thank them and/or confirm gift information and recognition.
- Implements monthly mailing to new donors and special stewardship initiatives.
- Manages donor inquiries and communication as needed.
- Prints documents and creates files for record keeping for the grants program.
- Supports the administrative office team with day-to-day office duties such as answering telephone calls, printing copies, sending/receiving documents, shredding documents and helping with special projects.
- Responsible for ordering supplies and fulfilling Adopt-an-Animal purchases
- Manage registration, waivers, communication with participants and other logistics to support events (ex. firefly events, adult field courses) and coordinate with gate and event team members.

Responsibilities needed periodically

- Goes to the post office 2-3 days per week to drop off deposits and deliver change orders.
- Assist Administrative staff with various projects and tasks as assigned by the Director of Administrative Services.

Qualifications

- Agility and experience with Microsoft Excel and spreadsheets, experience with databases preferred.
- Strong attention to detail.
- Strong planning and organizational skills.
- A proven record as a resourceful problem-solver familiar with the complexities of an organization. Nonprofit experience and general understanding of the components of a fundraising program preferred.
- Excellent verbal and written communication skills.

Work Style and Professional Presence

- Emotional maturity, an amiable disposition and demonstrates self-confidence.
- An ability to inspire, motivate and effectively articulate the needs of this organization.
- Imparts credibility, trust, enthusiasm, and integrity.
- Ability to work in a fast-paced team setting.

About the Organization

Grandfather Mountain is a place of amazing biodiversity and scenic beauty that towers 5,946 feet above northwest North Carolina. One third of the mountain is operated as a nature park and preserve by the Grandfather Mountain Stewardship Foundation. The nonprofit organization was formed in 2009 to operate the 700-acre portion that includes the Mile High Swinging Bridge, Wilson Center for Nature Discovery, Animal Habitats, and hiking trails. The Wilson Center for Nature Discovery, featuring all new state-of-the-art museum exhibits, classrooms and an ADA-accessible theater opened in the summer of 2022. An outdoor learning space with an amphitheater and a botanical garden will open in the spring of 2023. Environmental habitats are home for black bear, bald eagle, cougar, elk, and river otters. Learn more at www.grandfather.com.

The mission of the organization is to inspire conservation of the natural world by helping guests explore, understand and value the wonders of Grandfather Mountain.

Fill out the General Application here and remember to attach your resume and cover letter: [GMSF Application](#).