



## Temporary Development Associate

**Do you believe food is a human right? Do you have an eye for detail? Are you a skilled communicator prepared to interact with donors on behalf of the organization?**

If you said yes to all of these questions, please consider joining the Alameda County Community Food Bank and working toward our mission of passionately pursuing a hunger-free community as a Temporary Development Associate.

The Temporary Development will support the Development Operations team during the busy giving holiday giving season. This is a temporary role which ends on January 31, 2025. Primary responsibilities include gift processing and data entry, donor data management, donor customer service, as well as general administrative and logistical support of the Development Department.

Alameda County Community Food Bank is a well-established and multi-faceted organization, which has been at the forefront of hunger relief efforts for nearly 40 years. We are a dedicated group of mission-driven people providing enough food for 50 million meals this year.

Our organization's success is built on bold decision-making, a culture of equity and inclusivity, and an environment that embraces innovative thinking to create a healthier, more prosperous and just community *for all*. With our latest strategic plan, we are setting a bold trajectory for the long-term work required to dismantle the systems that perpetuate poverty, including racism. Our staff regularly engage in conversations about race, class, power and privilege as part of our organizational commitment to equity, diversity and inclusion. Please learn more about our efforts at [www.accfb.org](http://www.accfb.org).

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Enter gift information into database in accordance with data standards, including data from third party and matching gift processors.
- Charge donations on credit cards and comply with all data security protocols.
- Proofread, print, and mail donor acknowledgement letters and tribute cards.
- Answer donor calls and emails in a timely matter, assist as needed, and log all interactions in database
- Enter and maintain donor information in database including gift history, contact information, biographical and demographic information, and relevant contacts and linkages.
- Database maintenance: Identify and merge duplicate records. Run data quality control reports and clean up records as necessary.
- Process mail delivered to the Development Division.
- General office work such as organizing, filing, scanning, printing.
- Carry out other tasks and assignments, special projects and other responsibilities, as assigned.

### KNOWLEDGE, SKILLS AND ABILITIES

- Prior experience with data entry or using a relational database is required. Salesforce is preferred.
- Great attention to detail and ability to follow a specific protocol
- Ability to effectively manage time and prioritize work in a fast-paced and deadline-oriented environment
- Proficiency using the MS Office Suite and video conference software such as Zoom or Teams
- Excellent verbal and written communication skills
- Excellent customer service skills including but not limited to empathy, tact, patience, negotiation and assessment with internal and external customers
- Excellent judgement around when to show initiative and act independently and when to ask for guidance or support.
- Can work collaboratively with people who have a variety of working styles, backgrounds, and experience.
- Valid California Driver's license with an insurable driving record. (Vehicle ownership not required.)

- Available for occasional work functions off-site and/or outside of normal work hours
- Ability to work 5 days per week on-site at 7900 Edgewater.

### **PERSONAL ATTRIBUTES AND VALUES**

- Passion, enthusiasm, focus, and creativity around Alameda County Community Food Bank's vision, mission and values of community, leadership, transparency, innovation and diversity.
- Impeccable integrity and honesty, handles confidential information with discretion.
- Strong work ethic with an orientation toward innovation and process improvement
- Growth mindset and enthusiasm for learning new skills. Asks questions and incorporates feedback gracefully.
- Approaches conflict and differing opinions with curiosity. Understands the importance of the impact of words/actions as well as the intent.
- Commitment to building and maintaining an equitable and inclusive workplace where people of all races, ethnicities, genders, sexual preferences, and economic circumstances feel welcome and empowered.

### **PHYSICAL REQUIREMENTS**

The following physical abilities are necessary in the performance of this job: Ability to sit for long periods of time and use computer for long periods of time. Ability to conduct tours in warehouse on a regular basis. Ability to read and write in English. Ability to use a computer to accomplish the duties of the position, including typing and seeing.

### **COMPENSATION & BENEFITS**

This is a full-time, non-exempt, temporary position working Monday through Friday, 8:30 a.m. to 5:00 p.m. (7.5 hour workday; 1 hour unpaid lunch) through January 31<sup>st</sup>, 2025. The non-negotiable salary for this position is \$27.11 per hour. As a temporary seasonal position, this position is not represented by a labor union and does not include healthcare insurance coverage, vacation/sick PTO, or paid holidays.

**If you meet these qualifications and want to join our mission, please send your *resume* and answer the application questions on our careers page located at [www.accfb.org/careers/](http://www.accfb.org/careers/). No cover letters, please.**

Alameda County Community Food Bank honors our differences and is committed to creating a workplace that celebrates and reflects the diversity of our Community. Applicants who contribute to this diversity are strongly encouraged to apply. ACCFB provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, ACCFB complies with applicable state and local laws governing nondiscrimination in employment in every location in which the ACCFB has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

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