

# THE UNIVERSITY OF ARIZONA FOUNDATION

## POSITION ANNOUNCEMENT

**Job Title:** Administrative Assistant

**Department:** Donor Services

**Hours:** 40 per week **Benefits:** Yes

**Opening:** February 3, 2012 **Closing:** Open until filled

**Job Status:** Non-Exempt, Classified Staff

### General Position Summary:

This position provides a variety of advanced administrative and database system support for the Donor Services Department. The administrative assistant position reports to the Director of Donor Services and works closely with the department staff, UAF executive office, UA President's office and University development staff. This position requires a high degree of professionalism, discretion, initiative and organization; accuracy and attention to detail; use of good judgment; an ability to set priorities and handle multiple projects with limited supervision. It also requires excellent communication and interpersonal skills, and a high degree of computer proficiency.

### Supervisory Responsibility:

This position supervises a part-time student assistant.

### Essential Function/Major Responsibilities:

- Ensures quality customer service is provided at all times and that office operations are efficient and in compliance with the University of Arizona Foundation and department policies and procedures. Screens incoming inquiries to provide prompt attention to managing customer expectations. Handles requests within scope of responsibility or forwards on to appropriate individuals. Serves as liaison to prospects, donors, and staff concerning Donor Services information and Foundation policy and procedure.
- Proficiently utilizes Raiser's Edge for preparation of gift acknowledgement (thank you) letters to donors who make gifts to the UA and UAF. Pays close attention to detail and provides quality control check on data; coordinates changes to donor and gift information when necessary. Generates requests for research and modification of information with UAF information services and prospect management and research departments.
- Oversees the preparation of donor acknowledgement letters from UA and UAF senior staff which often require personalization, background research on the particular gift and donor knowledge. Ensures the timely processing of letters for signatures and mailing.
- Compiles information from Raiser's Edge and other sources, and generates reports and mailing lists based on area of concentration or at the direction of supervisor. Creates queries and exports; works directly with Raiser's Edge support staff to resolve problems and develop attributes. Notifies Donor Services staff of inconsistencies and errors; follows up on adjustments and required documentation.
- Strong proof reading skills; corrects grammar, spelling and punctuation errors. Coordinates with communications staff to create different and/or personalized acknowledgement letters.

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Essential Function/Major Responsibilities (Cont):

- Perform light filing and maintain organized filing system for department.
- Maintains confidentiality and responds appropriately to politically sensitive issues; deals with confidential and sensitive material in a professional and discreet manner.
- Investigates, evaluates, and resolves problems within the scope of the position; creates and summarizes reports and information to facilitate review by donor services staff for problems outside scope of position.
- Assist the department with clerical and administrative duties.
- Supervise student employee, set schedule and coordinate work load.
- Run errands to campus and around Tucson as needed.
- Perform other related duties as assigned.

Secondary Functions:

- Act as relief building receptionist as needed.

Job Scope:

This job operates within established procedures and requires individual to be detailed, organized and able to perform light research. Duties are performed with minimal supervision. Decision making requires good judgment and understanding of complex processes.

A substantial amount of interpersonal contact occurs within the Donor Services Office. Teamwork, cooperation and constant communication between all members of the department are required in order to successfully complete job duties. This position will also have contact with a broad network of Foundation and University departments. Externally, this position will have contact with prospects, donors, professional advisors, and vendors.

Specific Job Skills:

- Ability to manage advanced administrative support and database tasks and to be proactive in pre-empting and taking corrective actions to resolve potential problems.
- Awareness of current events and situations that affect position, as well as VIP individuals who have contact with the Foundation.
- Ability to organize and prioritize multiple tasks and to prioritize time to reach deadlines.
- Flexible schedule to work occasional evenings and weekends to staff events.
- Ability to be diplomatic whenever handling community and campus inquiries; capable of handling highly sensitive and confidential information.
- Ability to work in a team-based environment and to learn new skills, as the work environment and customer needs change.
- Strong work ethic and self motivated; ability to problem solve and take initiative.
- Administrative experience in office setting with knowledge of standard office policies and procedures.
- Proven ability to focus on accuracy and to provide attention to detail.
- Excellent oral and written communication skills and ability to work effectively with individuals at all levels; excellent interpersonal skills.
- Outstanding customer service skills, including phone etiquette.

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Minimum Qualifications:

- High School Diploma or equivalent; AND
- Five (5) years directly related non-profit higher educational administrative experience; OR
- Any equivalent combination of experience, training and/or education approved by Human Resources.
- Proficiency in the use of personal computers and Microsoft Office software (Word, Excel, PowerPoint, and Outlook).
- Proficiency in the use of Raiser's Edge donor software.

Work Environment:

Open, busy office requires ability to concentrate and produce in an often distracting and noisy environment. Due to the nature of the position, there is a high exposure to a computer screen. This position may require sitting for long periods of time. May require some night and/or weekend work due to events support.

To Apply:

Please send a letter of interest, resume, and three professional references (include job number CD1201 in the subject line) to:

The University of Arizona Foundation Attn: Human Resources  
1111 N. Cherry Avenue Tucson, Arizona 85721 Fax (520) 621-2975

\*E-mail [hrdept@al.arizona.edu](mailto:hrdept@al.arizona.edu)

**\*E-mail submission is the preferred method in Word or PDF format\***

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