



Position: Development Administrator
Report to: Development Director
Hours: 40 hours per week
Schedule: Monday-Friday 8:30am-5:00pm
FSLA Status: Exempt
Location: Hybrid

Join a team that consistently shows up with care and respect for each other! We pride ourselves on offering a sense of community that is felt by staff, volunteers, and guests.

Rose Haven has provided over 25 years of compassionate service as the only day shelter in Portland for women, children and gender expansive people. We are a femme-centered, gender-specific community that serves those most impacted by gender oppression. Our holistic approach includes meeting essential needs (food, clothing, showers, laundry, and safety) while bolstering long term empowerment (emotional support, wellness activities, and connection to resources and community). We offer low-barrier services in a trauma-informed space to guests who trust us and value their relationships with our community of staff, interns and volunteers.

The Development Administrator plays a vital role at Rose Haven, responsible for building and maintaining relationships with donors, volunteers, and community partners in order to secure increased resources. This is the ideal position for a creative person who loves to work with data, develop marketing assets, and communicate with diverse audiences.

Responsibilities include: 70% donor recognition and stewardship, 15% marketing support, 10% event support, and 5% volunteer management.

Donor Recognition and Stewardship:

- Oversee the processing, coding, and data entry of donations and pledges into Salesforce NPSP with precision
- Generate timely donation acknowledgements
- Ensure all constituent contact, stewardship and relationship information is accurately and promptly recorded in database
- Analyze, segment and organize constituency data to streamline communications
- Continue education on Salesforce NPSP as needed
- Reconcile finances weekly in collaboration with bookkeeper
- Manage financial giving platforms

Marketing Support:

- Oversee monthly giving and renewal programs
- Manage export of targeted and accurate lists for appeals from NPSP

- Manage direct mail campaigns (i.e. asset design and printing)
- Communicate effectively with volunteers and donors (tours, emails, direct mail)
- Write promotional copy, create graphics and other content for digital marketing campaigns
- Maintain development department calendar and spreadsheets

Event Support

- Assist with fundraising and guest event set up, promotion and execution
- Table at community events and fundraisers to increase awareness of the Rose Haven mission; network with community leaders and potential donors

Volunteer Management:

- Delegate appropriate data entry tasks to administrative volunteers
- Assist with development interns and committees
- Direct volunteers at events

General Expectations:

- Represent the mission and values of Rose Haven to guests, staff, volunteers, community partners, and the public
- Attend and participate in all staff meetings, development meetings, staff/volunteer morning gathers and trainings
- Assist with direct service programs and guest events as needed
- Other administrative duties as assigned

You're best suited to be in this role if you have:

- Experience with Salesforce (preferred)
- Proficiency with marketing and fundraising tools such Canva and Mailchimp (preferred)
- Ability to work some evenings, weekends, and flex-time when necessary
- Proficiency with office technology, Google Suite and Microsoft Office required
- Exceptional communication skills (listening, oral and written) with a demonstrated ability to relate to and communicate with diverse audiences with a high level of diplomacy
- Ability to work independently and with minimal supervision
- Excellent project management and organizational skills
- Ability to manage multiple projects in an organized manner that involve a variety of stakeholders and moving parts; ability to handle interruptions, maintain focus on tasks and produce timely, accurate work with a positive and professional demeanor
- Desire and ability to engage in equity and inclusion initiatives and discussions in the workplace, including but not limited to: engaging in training, workshops and critical discussions for how we can better serve the communities that we serve

We expect all team members to...

- Support the mission, values and community agreements of Rose Haven
- Set and hold professional boundaries and agency policies compassionately
- Demonstrate cultural humility towards diversity of the human experience including race, religion, ethnicity, mental and physical abilities, sexual orientation, gender identity, age,

education and cultural heritage

- Show strong interpersonal and decision-making skills
- Work effectively in a team-based environment and support a collaborative service model
- Offer attention to detail and accuracy related to documentation, reporting, and record keeping
- Demonstrate initiative, dependability, flexibility and strong organizational skills
- Be a clear and effective communicator (verbally and in writing)
- Have functional knowledge of Microsoft Office and Google Workspace

Compensation and Benefits:

\$55,000 annual salary

Rose Haven offers 100% employer-covered medical, vision, alternative care, and dental benefits, as well as two “buy-up” plan options. After 90 days of employment, a 3% matching 401k option is available. Rose Haven recognizes 10 paid holidays and 1 floating holiday, and has a practice of closing for 2 one-week periods during the year for staff wellness (with pay). Vacation and sick time begin accruing immediately, and vacation accrual increases with longevity. A professional development stipend is available to all staff.

Work Space Accessibility:

Rose Haven operates services on the main floor. Entrances vary from 0-3 stairs, with one staircase between the main floor and basement (where guest supplies are stored). Noise level in the building often fluctuates with direct service delivery. Lifting of 0-30 pounds and moving supplies or furniture may occasionally be requested. Parking pass provided.

How to Apply:

Please submit a resume and thoughtful cover letter to resume@rosehaven.org with the subject "Development Administrator." Resume review will begin **January 16** and end when the position is filled. No phone calls, please. Staff will reach out directly if interested in further assessing your fit for the position.

Equal Opportunity Employer:

Rose Haven is an equal opportunity employer and is committed to assembling a diverse, broadly trained staff. Rose Haven believes that each individual is entitled to equal employment opportunity. Individuals who hold diverse and marginalized identities are strongly encouraged to apply.