



Position Title: Resource Development Associate
Classification: Full Time, Non-Exempt
Salary Range: \$43,000- \$52,000

The Resource Development Associate is the core of our donor data activities, making sure each contribution is precisely tracked, every donor receives proper stewardship, and our fundraising systems operate smoothly. This role combines careful database management with strategic donor engagement, playing an essential part in preserving the integrity of our fundraising efforts and supporting our mission.

You'll turn raw data into meaningful insights while ensuring donors receive timely, personalized acknowledgments. The ideal candidate is passionate about data and well-versed in database management. They should communicate clearly across departments, handle confidential information responsibly, and prioritize accuracy and efficiency. Your work directly impacts our ability to build lasting relationships with supporters and to maintain the financial health of both United Way and the United Way Foundation.

Every gift processed, every donor record maintained, and every report generated contributes to our community's well-being. Your meticulous work ensures donors feel valued, leadership has the information needed for strategic decisions, and our organization maintains the financial foundation to serve those who need us most.

Donor Database Management

- Serve as the primary administrator for our Raiser's Edge donor database, ensuring data integrity and accessibility
- Process and record all donations (workplace campaigns, individual gifts, cash, and pledges) with accuracy and efficiency
- Generate timely acknowledgment letters and donor communications
- Maintain comprehensive donor records including contact updates, giving history, and engagement activities
- Manage data hygiene: address returned mail, update deceased/inactive records, and perform regular database cleaning
- Create and distribute materials for direct mail campaigns (letters, pledge cards, envelopes)
- Generate custom reports to support fundraising analysis and decision-making

Strategic Operations Support

- Collaborate with the team to create and maintain an annual operational calendar that optimizes resources and prevents scheduling conflicts
- Maintain up-to-date rosters for committees, funded partners, and community stakeholders
- Coordinate event logistics, including RSVP tracking, registration management, and attendance records

- Support donor engagement initiatives through personalized touches (birthday cards, thank you notes, recognition certificates)

Executive and Board Relations

- Provide logistical support for UWIRC and UWF Board meetings (technology setup, recording equipment, materials preparation)
- Prepare accurate meeting minutes and ensure timely distribution
- Manage meeting technology (Zoom, Dropbox, Otter.ai) and coordinate catering arrangements
- Distribute meeting reminders and materials to board members

Additional Responsibilities

- Attend staff meetings and board meetings as needed
- Support signature fundraising events and community initiatives
- Contribute to the continuous improvement of fundraising systems and processes

Required Qualifications

- **Education:** Bachelor's degree preferred, or equivalent combination of relevant training and professional experience
- **Experience:** 2–4 years in fundraising operations, database management, or similar administrative role in a nonprofit setting
- **Technical Proficiency:**
 - Demonstrated experience with donor management systems (importing/exporting data, record creation, report generation)
 - Advanced Microsoft Excel skills, including functions, formulas, pivot tables, conditional formatting, and data merging
 - Comfort learning new technologies; Raiser's Edge experience is a plus
- **Valid driver's license and reliable transportation**

Key Competencies

- **Data-Driven Mindset:** You find satisfaction in accurate data and understand its critical role in donor stewardship and organizational health
- **Exceptional Organization:** You expertly juggle multiple priorities, meet competing deadlines, and maintain meticulous attention to detail
- **Collaborative Spirit:** You communicate effectively across departments and serve as a reliable partner to colleagues at all levels
- **Discretion and Professionalism:** You handle confidential donor information with integrity and sound judgment
- **Problem-Solving Orientation:** You proactively identify issues, troubleshoot challenges, and develop practical solutions
- **Commitment to Excellence:** You're dedicated to fundraising best practices and take pride in supporting mission-driven work
- **Adaptability:** You thrive in a dynamic, cross-functional environment where priorities can shift

Personal Characteristics:

- Reliable and enthusiastic.
- Seeks creative and innovative solutions.

- Exhibits high personal standards of integrity, honesty, and character.
- Easily moves between being an independent self-starter and a collaborative team member.
- Presents a high degree of maturity, reliability, and self-confidence.
- Strong organizational and time management skills with exceptional attention to detail.
- Passion, humility, integrity, positive attitude, mission-driven, and self-directed.

Physical Requirements:

With or without reasonable accommodation, employees in this position must be able to sit and type at a computer terminal for up to 8 hours per day with appropriate breaks and perform tasks that require fine dexterity and repetitive motions using the arms, hands, wrists, and fingers. Some functions require standing and sitting for extended periods of time. Lifting may be necessary at times. Must be able to stoop, bend, and lift on a frequent basis. Further details of established essential functions for this position will be addressed/discussed during the interview process.

This job description is subject to change at any time.

United Way of Indian River County is an Equal Opportunity Employer. All qualified applicants are encouraged to apply and will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, protected veteran status, or any other legally protected characteristic or status.

To apply: Please send a cover letter and resume to meredith.egan@unitedwayirc.org