

Community Relations Associate

General Summary:

The Community Relations Associate provides clerical/administrative support to the Community Relations Department. This employee maintains agency mailing lists, donor records and resource databases. The Community Relations Associate documents the receipt of donor contributions and prepares timely, accurate and appropriate donor acknowledgements. This individual participates in the development/implementation of Hospice of Dubuque promotional materials, fundraising events, community awareness activities and the organization's quarterly newsletter publication. The Hospice of Dubuque employee maintains high standards of integrity and business ethics. This position is 30—32 hours per week with benefits.

- Provides clerical and administrative support for the planning and implementation of community awareness activities and fundraising activities including direct mailings, campaigns and events.
- Assists with production of the quarterly newsletter, which may include providing information, writing articles and assisting with editing.
- Assists with the mailing of agency publications and fundraising materials.
- Assists with the maintenance of the agency resource database(s) by researching and entering demographic information on client families and donors.
- Maintains the agency's robust mailing lists in a timely, accurate and inclusive manner.
- Enters and follows up on deposits, matching gift contributions and credit card charges.
- Records contributions by entering data into the agency's donation tracking system, and ensures entries are compatible with agency's accounting records.
- Prepares timely and appropriate donor acknowledgements.
- Assists with fundraising events and community awareness activities, which may include committee participation as directed, planning and brainstorming, and execution/follow-up of the events/activities.
- Treats donors with respect and maintains their information with the highest degree of discretion and confidentiality.
- Prepares reports for the Community Relations Coordinator, Executive Director, Fund Development Committee and Public Relations Committee as directed.
- Assists in the production of newsletters, brochures, and media releases.
- Promotes esprit de corps among volunteers that are assisting with fund-raising and promotional activities.
- Assists Volunteer Coordinator and Bereavement Coordinator with mailing lists related to volunteer social events and family memorial services, respectively.
- Provides office phone coverage and performs clerical activities for the front desk and other areas of the organization as delegated.
- Participates in Hospice of Dubuque's Quality Assessment and Performance Improvement Program.
- Respects the patient's rights and treats the client and his/her property with respect.
- Maintains strict confidentiality of all information pertaining to Hospice of Dubuque patients, personnel and financial affairs.
- Abides by hospice rules, policies and procedures and applicable laws and regulations.
- Conducts self in an honest, ethical manner.
- Reports promptly any suspected violation of compliance standards to the Compliance Officer.
- Abides by the Health Insurance Portability and Accountability Act (HIPAA) requirement to use Protected Health Information in accordance with agency-determined minimum necessary information guidelines.
- Abides by privacy practices as described in Hospice of Dubuque's Notice of Privacy Practices.
- Performs other related duties as delegated.

Education/Experience/Skills:

High school diploma required. College degree preferred. Two to five years of experience working in a nonprofit organization preferred. Effective written and verbal communication skills required. Organizational skills, aptitude for simple accounting procedures and attention to detail are necessary. Proficiency in Microsoft Office required. Experience with desktop publishing software, Adobe Creative Suite, donor tracking/acknowledgements and proofreading/editing preferred. Must have ability to work with diverse groups. Must promote a positive image for Hospice of Dubuque. Ability to be flexible with work hours as position may require occasional evening and weekend work due to events.

Physical Demands:

Position requires the ability to sit at a computer for an extended period of time; manual and finger dexterity and eye/hand coordination; corrected vision and hearing to normal range; loading and unloading promotional materials and equipment weighing up to 45 lbs. The employee will not lift any item that is beyond his or her ability to safely lift without seeking assistance. Must be able to effectively communicate in a written and oral format. Must maintain a positive image for Hospice of Dubuque.

Environmental Demands:

Must be able to be active enough to access all areas of the working environment, including off site activities. Position requires up to 25% travel time. Must be able to be outside and able to drive in all types of weather in the Hospice of Dubuque service area.

Comments:

Must have own transportation. Must have a valid driver's license and acceptable driving record. Must maintain a minimum of \$100,000 for bodily injury liability on own automobile liability insurance. Must maintain personal hygiene and appearance.