

PFCCAP

Administrative Assistant Contractor

Position Description



Accounting Support

- Record all check and cash deposits into CRM and accounting systems. Attach supporting documents such as check images/receipts to transactions.
- Record into CRM all EFT/Credit Card donations from other systems (such as QB, Square, PayPal, etc).
- Identify any credit card processing issues (such as expired cards, denied transactions, etc), and notify the Executive Director for guidance.
- Verify that all donations reconcile between CRM and accounting system, on a quarterly basis or a schedule requested by the Executive Director.
- Adhere to the PFCCAP Financial Processes and Policies such as data entry processes, soft credit processing, PCI Compliance, etc. Assist in documenting processes as requested.
- Record into the accounting system the details of weekly deposits from CRM. Leverage reports in CRM to itemize deposits into appropriate categories and funds.
- Process a variety of standard and customized reports from the accounting system and the CRM at the request of or on a schedule determined by the Executive Director, such as reports to support development activities or board business, and review for accuracy.

Donor Management

- Send donation letters to donors who paid by check/cash/ETF (if not already sent automatically by CRM - DIY Form usage in eTapestry), preferably by email if available, otherwise paper letter. Send unique/one-off letters as may be requested by the Executive Director.
- Keep content and format of letters (for electronic and print production) updated and relevant to the organization's mission and impacts, including relevant transaction details such as ticketing details and nondeductible amounts.
- Maintain letterhead, envelopes, and stamps.
- Update CRM donor DIY forms as needed to receive donations. Ensure all donor forms are set up to include detailed email receipt to donor, option for the donor to cover fees, and other features which may be requested.
- Maintain donor register in CRM.
- Review of donors for duplication, errors, updates and maintain accurate donor information and household relationships.
- Support preparation for database migration to new CRM platform.
- Notify the Executive Director and President of any large donations, and of new donors.

- Notify the Executive Director and President of donations with notes/comments.
- Maintain a report of donors who have been sent letters in an online report/spreadsheet (or CRM report if available) that details all donations and if a letter was sent, the method, date, etc.
- Produce various reports about donors from CRM as requested by the Executive Director.
- Proactively leverage features and new capabilities of CRM and Accounting systems.

Fundraising

- Maintain CRM donation and registration forms, updating as needed, and create new forms for fundraising activities throughout the year, including annual giving forms, special fundraising appeals, and events.
- Record registration details for event participants to ensure consistent documentation of sponsorships and direct registrants.

Events

- Support event production, including fundraising and programmatic events.
- Manage event ticketing forms and submissions, and maintain associated reports.
- Solicit event attendees, registrants, and sponsors from prior activities and maintain solicitation lists.
- Maintain communication with event participants, including updates, reminders, and event information.
- Manage relationships with event venues and vendors.
- Manage and organize event signage, supplies, food and beverage as appropriate, and participant gifts.
- Organize volunteers supporting event activities.
- Attend events as needed to realize effective production.

Communications

- Support a regular communications schedule with impact-focused content to engage PFCCAP networks across social media platforms (Facebook, LinkedIn; and Instagram, Twitter/X in the future), website, and mass email communications.
- Maintain social media presence by creating compelling content for communications channels, including production of collateral in Canva or other comparable tools.
- Promote sponsors and partner organizations and engage with partners' content.
- Track social media analytics to measure engagement and impact.
- Maintain regular, consistent communications routine.
- Maintain web content on the website, including web updates regarding programmatic activities, news, events, partner organization news, etc.
- Support production of the annual impact report.

General Operations

- Support the Executive Director and Program Director by scheduling meetings, recording meeting documentation, and preparing presentation materials, among other corporate operations duties.
- Use and support maintenance of back office systems including CRM, Google Drive, and communications platforms.
- As the organization, the team, and the role of the Administrative Assistant develop over time, other duties shall be assigned by the Executive Director or Board of Directors

Deliverables

- Biweekly time and status reports.
- Biweekly report of letters and communications sent to donors, including those who request a paper confirmation.
- Biweekly report of new donors.
- Biweekly report of donors list to the President of the organization, including donor notes.

Qualifications

- Proven experience in an administrative or operations support role, with a track record of managing multiple tasks or projects simultaneously. Preference will be given for prior experience in nonprofit, human services, or other community-oriented service industry.
- Excellent organizational and multitasking abilities.
- Strong attention to detail and ability to work independently.
- Proficiency in Microsoft Office, Google Suite, Quickbooks, social media and mass communications tools, and online fundraising platform tools.
- Exceptional communication and interpersonal skills.
- Ability to work under pressure and meet tight deadlines.

Work Environment

This is a primarily remote position with occasional travel required for events. Candidates must reside in the United States. Residence in the Baltimore, MD area is preferred.

This is a part-time contractor role, with an estimated 20 hours-per-week arrangement. Flexible working hours may be needed to meet deadlines and attend events.

Pay ranges from \$20-25 per hour, commensurate with experience.

Confidential Information

This position will have access to sensitive, confidential, and personal information relating to the organization's activities and key stakeholders, including information relating to medical diagnoses and treatments. All contractors of Partners for Cancer Care and Prevention agree to

handle such information with care and abide by organizational policies and procedures for the protection and security of such information.

How to Apply

Interested candidates should submit their resume and cover letter outlining their qualifications and experience to info@pfccap.org.