

**Feeding America West Michigan Food Bank**  
**JOB DESCRIPTION**  
**JOB TITLE: DONATIONS ASSISTANT**

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**REPORTS TO: Donations Coordinator**

**GENERAL DESCRIPTION:**

**ESSENTIAL JOB FUNCTIONS:**

- Assist with all aspects of processing financial donations including:
  - Accurately enter cash, check & credit card donations in donor software
  - Promptly receipt donors
  - Assist coordinator with customer service requests
  - Help members of the development team with projects in donor software
- Assist with Online Express (OLX) in donor software
  - Learn to navigate OLX's functionality and process online credit card donations
  - Learn to process email addresses submitted by new constituents
- Pull reports and email to required staff in a timely manner
- Help maintain donor database's integrity by entering and updating it with accurate information
- Maintain inventory of letterhead, envelopes, and other stationery and order as needed
- Assist with proofreading company newsletter and other items when requested

**This list is not all-inclusive and other duties may be assigned**

**PROFESSIONAL REQUIREMENTS:**

- Must be goal-oriented with strong propensity for attention to detail
- Willingness to take classes to become proficient in the fundamentals job entails
- Strong English and grammar skills: comfortable writing, editing and proofreading
- Able to accept constructive criticism
- Exceptional time management
- Excellent clerical skills
- Computer savvy
- Strong interpersonal skills: ability to communicate effectively and politely
- Must maintain confidentiality of donors and donor's financial records

**EDUCATIONAL REQUIREMENTS**

Associate's degree or higher in Marketing, Communications, English, Public Administration, or related field.

**MISSION**

We gather and distribute food to relieve hunger and increase food security in West Michigan and Upper Peninsula.

**VALUES**

**Respect:** Honor the value and dignity of everyone we interact with.

**Transparency:** Provide honest and complete financial and operational information.

**Excellence:** Strive to exceed expectations in the pursuit of our mission.

**Inclusion:** Actively represent the diverse voices of our community within our staff and board.

**Innovation:** Empowered to challenge the status quo and take new approaches.

**Stewardship:** Be accountable for the responsible use of resources entrusted to us.

**Integrity:** Keep our promises and take responsibility for our actions.

**Collaboration:** Cultivate partnerships with organizations in our community who share our commitment to relieve hunger and increase food security.

**EQUAL EMPLOYMENT OPPORTUNITY**

It is the policy of Feeding America West Michigan Food Bank to provide equal employment opportunities to all people without regard to race, color, religion, national origin, age, sex, disability, protected genetic information, sexual orientation or any other legally protected category and to promote the full realization of that policy. FAWM will assure equal employment opportunities in all personnel actions and procedures including, but not limited to recruitment, hiring, training, transfer, promotion, compensation and benefits.

**EMPLOYEE ACKNOWLEDGEMENT**

I have read this job description and fully understand the requirements set forth therein. I hereby accept the position of **Donations Assistant** and agree to abide by the requirements set forth and will perform all duties and responsibilities to the best of my ability. I understand that this job description does not create a contract of employment and Feeding America West Michigan can modify any or all the terms and conditions listed in this job description at any time. I acknowledge that my employment is at-will and that my employment can be terminated with or without notice.

**Print Name** \_\_\_\_\_

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**Employee Signature & Date**

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**Witness**