

**Job Title:** Donor Database Assistant  
**Department:** Development  
**Reports To:** Donor Database Specialist  
**Classification:** Regular, Non-Exempt, Part-Time (24 hours per week)  
**Location:** Concord, CA (on-site)

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### **Who We Are**

For over 45 years, the Food Bank, made up of a diverse staff, dedicated Board of Directors and passionate volunteers, has been leading the fight to end hunger in partnership with our community and in service of our neighbors in need.

### **About this Opportunity**

The Donor Database Assistant provides support to the Donor Database Specialist with daily database entries, donor acknowledgements, and mailings.

### **Essential Duties and Responsibilities**

- Salesforce: Accurate and confidential data entry for daily donation processing and data maintenance.
- Generate daily ledger for accounting, monthly reporting on contacts and donations as well as other reporting as needed.
- Maintain confidential, computerized records of financial, in-kind donors, their giving histories, and other personal information.
- Draft and arrange for outgoing donor communication, including telephone thank you calls, letters and pledge reminders.
  - Receive and respond to donor inquiries and complaints via phone, email or letter to resolve any issues. Maintain log of issues.
- Other duties as assigned.

### **Qualifications**

- 1+ years of experience in data entry and knowledge of databases, required.
- Knowledge of and experience with Salesforce, preferred.
- Demonstrated proficiency with MS Office Suite, specifically Excel.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- Ability to generate reports and correspondence.
- Ability to speak effectively before diverse groups of people.
- Ability to identify and resolve problems in a timely manner, develop alternative solutions, and use reason even when dealing with emotional topics.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Effective written and verbal communication skills including a high level of customer service.
- Ability to frequently lift and/or move up to 25 pounds.
- Ability to climb stairs.

**COVID Requirements**

As a condition of employment, FBCCS requires all employees to be fully vaccinated against COVID-19, unless approved for a reasonable accommodation based on disability, medical condition, or religious belief that prevents you from being vaccinated. If you are vaccinated, you are required to have received at least one COVID-19 vaccine prior to your first day of employment and to provide proof of full vaccination status within 30 days.

**Additional Information**

In instances of a federal, state or locally declared emergency, Food Bank is typically considered an essential service and emergency responder; all of its employees may be called in to perform regular or emergent duties.

**Compensation and Benefits**

This is a part-time, non-exempt position. The non-negotiable starting pay is \$23.75 per hour. This position is not eligible for medical benefits.

We value our employees' time and efforts. Part-time staff are eligible for the 403(b) retirement plan and employer match. We work to maintain the best possible environment for our employees, where people can learn and grow with the organization. We strive to provide an inclusive, collaborative, and creative environment where each person feels encouraged to contribute to our processes, decisions, planning and culture.

**To Apply**

Please send your resume and any supporting documents to [hr@foodbankccs.org](mailto:hr@foodbankccs.org) with the subject line: **"Donor Database Assistant."** Email submission is preferred.

Or by mail to:

Food Bank of Contra Costa and Solano  
Attn: Human Resources  
4010 Nelson Avenue  
Concord, CA 94520

**FBCCS is an Equal Opportunity Employer and complies with applicable state and local laws governing nondiscrimination in employment in every location in which the FBCCS has facilities.**

**We strive to create a workplace and organization that reflects the communities we serve where everyone feels empowered to be their full, authentic selves. Together, we work innovatively to effectively serve our community. Underrepresented groups are welcomed and encouraged to apply.**

**FBCCS does not have the resources to sponsor visas, nor any open positions eligible for the H-1B program.**

For more information about us, please visit: <http://www.foodbankccs.org/careers>