

DEVELOPMENT ASSISTANT

San Francisco



About Tipping Point Community

Tipping Point fights poverty in the Bay Area. We screen non-profits rigorously to identify and invest in the most effective organizations working to educate, employ, house and support those in need. Once in our portfolio, Tipping Point grantees have access to unrestricted funds and risk capital, and receive assistance in critical areas like communications, strategy, legal services and technology. In addition, Tipping Point looks for opportunities to partner with the public sector to leverage our impact for the common good. Since 2005, Tipping Point has raised more than \$150 million and helped put 23,000 people on the path out of poverty last year alone. Our board covers 100% of operating costs, so every dollar donated is invested where it is needed most. To learn more about Tipping Point, visit our website at tippingpoint.org.

Values

Tipping Point's core values are at the heart of everything we do and we look for individuals who share our commitments:

- **We are one community.** We believe that the responsibility for fighting poverty belongs to all of us.
- **We serve.** Our approach is humble and respectful. We exist to meet the needs of others.
- **We celebrate generosity.** Every gift counts, whether big or small.
- **We get results.** We are relentless in the pursuit of our goals. We hold ourselves and each other accountable.
- **We are always learning.** We are risk takers. We commit to facing our challenges as we support solutions that last.

Position Overview

Tipping Point Community's Development team is responsible for all organizational fundraising, as well as maintaining relationships with our donor community. We seek an enthusiastic self-starter who is extremely detail-oriented and passionate about fighting poverty to join us as the Development Assistant. This person will provide high-quality development systems support, with a specific focus on gift processing and maintenance of our Salesforce database. This position reports to the Development Manager.

Key Responsibilities

1. Process all incoming gifts and issue acknowledgment letters within Tipping Point's standard 48-hour period. Create and maintain electronic files for all donors and gifts. Act as liaison to Finance team during monthly gift reconciliation, and serve as lead point of contact for Development team on annual audit.
2. Maintain clean and consistent donor data in Salesforce. Partner with Salesforce Administrator

to evaluate current systems and identify areas for improvement to support strategic growth. Attend Dreamforce and Salesforce trainings and implement best practices learned. Build monthly dashboards and reports that highlight trends and inform strategic planning throughout the year.

3. Provide project management support for development team. Assist on all mailings. Collaborate with Development Manager on agendas for portfolio review meetings and weekly Development team meetings. Regularly produce giving data to help guide fundraising strategy, and manage data updates after events and portfolio reviews.

Additional Responsibilities Include

- Be the go-to team member for donors, grantees and staff members in need of service-with-a-smile. Provide impeccable and seamless customer service to Tipping Point donors; ensure that every donation processing and general request interaction is a great experience. Respond to all donor inquiries within 24 hours.
- Assist with pledge tracking, invoicing, and fulfillment.
- Assist with logistics of donor cultivation and acknowledgment events (some nights and weekends required).
- Assume front desk responsibilities on a regular rotating schedule of 60-minute shifts, and provide additional front desk support as needed.

Qualifications

- 1-2 years of professional experience in a role requiring acute attention to detail
- Working knowledge of Salesforce (or a similar CRM solution) strongly preferred, or the desire and ability to learn quickly
- Track record of exceptional customer service, flexibility, and creativity
- Experience managing projects requiring prioritization, multi-tasking, and advanced organizational skills
- Excellent command of the English language, both oral and written
- Integrity, and the ability to handle sensitive information with precision and in a confidential manner
- Initiative, enthusiasm and a willingness to pitch in at all times
- Ability to build collaborative relationships with other staff and external parties (e.g. donors, partners, grantees and others)
- Strong computer skills (Excel, Word and PowerPoint)
- Thrives in fast-paced environment; ability to meet aggressive deadlines
- Local knowledge of the Bay Area philanthropic community a plus
- Sense of humor is a must

Salary and Benefits

Tipping Point offers a competitive salary and benefits, commensurate with experience and skills. Tipping Point is an equal opportunity employer.

How to Apply

Please submit a thoughtful cover letter explaining your interest in Tipping Point Community, where/how you found out about this career opportunity and your salary requirements. Email the cover letter along with your resume to recruiting@tippingpoint.org. Please write your name and the title for this position ("Your name – Development Assistant") in the subject line of your email.