



**Position:** Administrative Specialist (Development Services)  
**Reports to:** Senior Director, Development Services  
**FLSA Classification:** Non-exempt  
**Department:** Financial Resource Division (FRD) / External Affairs  
**Full/Part Time:** Full-time

**Organization Summary:**

Jewish Federation of Palm Beach County is a 501(c)3 nonprofit organization dedicated to transforming, inspiring and saving lives in the Palm Beaches and 70 countries around the world. Each year, Jewish Federation inspires thousands of community members to contribute, volunteer and participate in programs that generate more than \$30 million to leading a powerful impact in the community.

**Position Summary:**

The Administrative Specialist is responsible for the planning and execution of donor acknowledgement process, general executive correspondence, and tribute donation card process. The ideal candidate will have experience working with high volume donor/customer correspondence. This position requires the ability to understand, interpret and make inferences about transaction data from weekly reports and CRM database. Must have excellent organizational skills and pay attention to detail. The Administrative Specialist also supports the Senior Director of Development Services and the Development Services team as needed.

**Essential Duties and Responsibilities:**

**Acknowledgement Program**

- Ensures timely and accurate preparation of gift acknowledgement letters for all donations made to and through Federation. High volume activity of more than 6,000 letters per year.
- Tracks, analyzes, and reports on acknowledgement letter data provided by DIS.
- Collaborates with Donor information Services and Development Services Teams to create work-flow process and data quality improvements and enhance the overall acknowledgements strategy.
- Manages customization of 20+ letter segments and individual letters.
- Creates letters to be used as templates for Excel spreadsheet merges.
- Exports from database, creates spreadsheet, cleans up data for merged letters to ensure proper messaging, layout, and formatting.
- Develops and implements a process for distributing collecting and tracking letters for Donor Officers to add personalized messages to the letters
- Partners with colleagues to edit, obtain final approval of letter content and data.
- Obtains leadership signatures, prints letters and ensures postage or e-mailing.
- Scans donors' acknowledgment letters and enters into CRM database system.

**Executive correspondence**

- Collaborates with the Stewardship Officer to draft, format, proofread, edit, fact-check, distribute, and track correspondence that is professional, meaningful, and customized for CEO and CDO.
  - Examples of types of correspondence include condolences to the next of kin of major donors, lay leaders to thank them for their service on committees, donors who appear in Federation news coverage, Post Event thank you notecards to chair and speakers.

**Tribute Donation Card Process**

- Drafts, customizes, prints, and mails tribute cards that donors make in honor or in memory of community members
- Requires attention to detail and timely implementation.



Shared office duties:

- Providing backup support for general office duties, including but not limited to:
  - Opening and distributing mail
  - Answering phones
  - Ordering supplies
  - Providing administrative support for events
  - Assisting in other departments, as needed.
- Other duties as assigned.

**Qualifications and Success Factors:**

- High school diploma or equivalent required, preference for Associate's degree or better.
- Five or more years' experience working in administrative support positions or equivalent combination of relevant education, knowledge and skills required.
- Excellent customer service skills required, including professional phone presence.
- Excellent written and verbal communication skills required.
- Strong knowledge of basic office computing, including MS Office (Outlook, Word, Excel, PowerPoint, Teams), Zoom and basic database skills required. Excellent skills in Excel preferred.
- Ability to manage multiple tasks, meet critical deadlines and work in a fast-paced environment required.
- Ability to adapt/learn new computer software and business processes.
- Well organized with a high level of detail orientation.
- Ability to lift and carry up to 25 pounds required.
- Must be able to pass Level 1 background check.
- Must be able to work off-shift hours including nights and weekends, as needed.

**Work Environment:**

Position is eligible to work from home **occasionally** in accordance with Federation policies. When working from home, employee must:

- Follow all Federation policies and procedures,
- Be available to other employees during Federation's normal business hours,
- Not work from a public place (e.g. coffee shop, library, etc.) and/or join a public, unsecure wi-fi network when working with sensitive or confidential information,
- Coordinate with IT department to maintain appropriate computer equipment and connectivity.

***The Jewish Federation of Palm Beach County is an Equal Opportunity Employer.***

The duties and responsibilities described are not a comprehensive list and additional tasks may be assigned to the employee from time to time at the Federation's discretion. Employment is at-will, and this job description is not an employment contract and nothing herein shall be deemed to create in any way whatsoever an employment contract.

To apply online, please visit our career's [page](#). Or email your resume and cover letter to:  
[HRrsvp@jewishpalmbeach.org](mailto:HRrsvp@jewishpalmbeach.org).

**NO CALLS, PLEASE.**

*Jewish Federation of Palm Beach County embraces a culture of diversity and inclusivity in accordance with our Jewish values. We celebrate the uniqueness of our community members, lay partners, and staff as varied perspectives enrich our learning and reinforce our commitment to making the world a better place. We aim to create an accessible environment that accommodates individual needs and welcomes the full participation of our community.*