



FAMILY SUPPORT SERVICES

KEEPING FAMILIES HEALTHY AND INTACT

ABOUT THE AGENCY: Family Support Services is a non-profit agency founded in 1989. With offices in Oakland and San Francisco, we serve families in Alameda, San Francisco, and Contra Costa counties. Our programs target families, youth and children whose health and welfare are vulnerable as a result of a variety of circumstances.

POSITION: Development Manager

POSITION OVERVIEW:

Under the supervision of the Executive Director the Development Manager develops, coordinates and implements the Family Support Services' fund development, including contributed income from individuals, foundations and corporations, oversee donor cultivation and outreach, and annual year-end appeal. This includes leveraging key relationships and contacts within and outside of Family Support Services to ensure meeting revenue goals. This person will partner with the Board Fund Development Committee to support the fundraising initiatives and donor stewardship. This position is a key team member to support the organization's strategic plan and vision. The ideal candidate must be creative and enjoy working in a non-profit environment that is mission-driven, results-driven and community oriented. Must be able and comfortable having courageous conversations and be emotionally mature.

JOB DUTIES:

The Development Manager will perform a broad variety of tasks, including but not limited to:

- Work with the Executive Director in concert with Fund Development Committee to implement the fundraising plan to meet our strategic goals
- Manage all special events such as/but not limited to: annual Holiday Sponsor-A-Family program, the Gala, Eastbay Gives, Auction, Annual Appeal and cultivation events, donor events, house parties, correspondence and scheduling for tours/site visits
- Responsible for overseeing all functions of the donor database (Salesforce) management. Oversee/track and implement "contact detail" input. Assure the donor database is maintained
- Manage fund development budget, including measuring the organization's progress against the development goals and budget
- Develop collateral materials including solicitation packets, invitations to special donor events, web-based communications, social media funding initiatives and other fund development activities
- Cultivate and solicit major gift donors for gala, annual campaign, engage Fund Development Committee and ED as required. Donors to include individuals, businesses and corporations
- Maintain relationships with donors through a thoughtful communication plan that includes acknowledgements, invitations, site visits, reports and thank you letters
- Prepare prospect briefings for Executive Director and Board of Directors
- Ensure integrity of record keeping and communication with donors
- Provide leadership to build relationships crucial to the success of the organization, and manages a variety of special projects, some of which may have organizational impact.

Board and Committee Support and Liaison

- Serve as the liaison to the Fund Development Committee of the Board of Directors
- Present monthly reports to the Board of Directors
- Manage Board Fund Development committee calendar

- Keep the ED updated on all fund development activities.

Agency Communication

With the Executive Director's guidance:

- Manage Family Support Services' communication strategy and activities, including its social media (Facebook, Twitter) the agency's website and program brochures
- Develop the annual report, and a semi-annual e-newsletters
- Manage the development of branding and positioning with materials and training for staff and Board members
- Develop, implement, and evaluate the annual communications plan across the organization's discreet audiences; put communications vehicles in place to create momentum and awareness as well as to test the effectiveness of communications activities
- Fulfill other duties as assigned.

MINIMUM QUALIFICATIONS:

- Strong organizational skills that reflect ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail
- Very strong interpersonal skills and the ability to build relationships with stakeholders, including staff, board members, external partners and donors
- Excellent written and verbal communication skills
- Ability to exercise good judgment in a variety of situations
- Demonstrated proactive approaches to problem-solving with strong decision-making capability
- Highly resourceful team-player, also with the ability to work independently on projects, from conception to completion
- Proven ability to handle confidential information with discretion, be adaptable to various competing demands, and demonstrate the highest level of customer/client service and response
- Demonstrated ability to achieve high performance goals and meet deadlines in a fast paced environment and to work under pressure
- Forward looking thinker, who actively seeks opportunities and proposes solutions.
- Experience and comfort in diverse communities
- Must have respect for cultural differences and families' rights to self-determination
- Must be physically able to perform all job responsibilities, which may include duties such as sitting, standing bending, kneeling and lifting minimum 25lbs as necessary
- Requires California drivers' license and an insured automobile in good working condition.

EDUCATION AND EXPERIENCE REQUIREMENTS

- Bachelor's Degree required in Communications, Marketing, Public Relations or Non-Profit Management
- Strong work tenure: 3-5+ years of experience in donor development and non-profit fundraising.
- Expertise and proven track record in the cultivation, solicitation and closing of corporate, foundation and individual, both major or planned gifts
- Knowledge of fundraising and special events planning management
- Experience and interest in internal and external communications, and partnership development.
- Proficient in Microsoft Office (Outlook, Word, Excel, and PowerPoint), Adobe Acrobat, and Social Media web platforms

- Preferred proficiency in Salesforce data base
- Experience and knowledge of basic office equipment, such as but not limited to computers, printers, phones, mail system and copiers.

STARTING SALARY RANGE: Competitive salary based on education and experience. Excellent benefits including health, dental, vision, life and long-term disability insurance plus retirement plan.

HOURS OF WORK: This is a full time position, 37.5 hours per week. Office hours are Monday through Friday, 9:30 am –5:30 pm. At least one evening per month is required and other evening and weekend times as necessary.

RÉSUMÉ AND COVER LETTER TO: Haley Hester, Executive Assistant, developmentmanager@fssba.org
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www.fssba.org

Please attach all documents in PDF format. All other file types/formats will not be considered. Only candidates who meet our selection criteria will be contacted for the next step in our hiring process. Thank you for your interest in our position. We appreciate the time you have taken to apply.

FSSBA is committed to workforce diversity. Qualified applicants will receive full consideration without regard to age, race, color, religion, gender, gender identity, sexual orientation, health status or national origin.