



# 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 Associate**

## **POSITION OVERVIEW:**

Under the supervision of the Chief Executive Officer (CEO) the Development Associate coordinates 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 person will partner with the Board Fund Development Committee to support the fundraising initiatives and donor stewardship. 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 Associate will perform a broad variety of tasks, including but not limited to:

- Work with the CEO in concert with Fund Development Committee to implement the fundraising plan to meet our strategic goals
- Coordinate 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
- Develop collateral materials including solicitation packets, invitations to special donor events, web-based communications, social media funding initiatives and other fund development activities
- Support the CEO in soliciting major gift donors for gala, annual campaign, engage Fund Development Committee 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
- Ensure integrity of record keeping and communication with donors

## **Board and Committee Support and Liaison**

- Serve as the liaison to the Fund Development Committee of the Board of Directors
- Manage Board Fund Development committee calendar
- Keep the CEO updated on all fund development activities.

## **Agency Communication**

With the Chief Executive Officer's guidance:

- Manage Family Support Services' communication strategy and activities, including its social media (Facebook, Twitter), the agency's website and program brochures
- Develop semi-annual e-newsletters

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
- 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

**EDUCATION AND EXPERIENCE REQUIREMENTS:**

- Bachelor's Degree in Communications, Marketing, Public Relations or Non-Profit Management or an equivalent of education and experience
- Minimum 2 years of experience in donor development and non-profit fundraising.
- Willingness to learn cultivation, solicitation and closing of corporate, foundation and individual donors
- Knowledge of fundraising and special events planning management
- 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:** \$43,000 - \$47,000 per year DOE. 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. Regular office hours are Monday through Friday, 9:00 am –5:00 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, [developmentassociate@fssba.org](mailto:developmentassociate@fssba.org)  
Family Support Services, 401 Grand Ave. Ste. 500  
Oakland, CA 94610 - Fax: (510) 834-1548 [www.fssba.org](http://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.

Family Support Services 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.