



# 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.

**JOB TITLE: Development Associate**

## **POSITION OVERVIEW:**

Under the supervision of the Chief Executive Officer (CEO) the Development Associate coordinates Family Support Services' fund development activities, including contributions or donations from individuals, corporations and foundations. The Development Associate serves as lead team member for overseeing donor cultivation, donor outreach, and donor investment. This person will partner with the Board of Directors' Fund Development Committee to support the fundraising initiatives and donor stewardship of the Agency. 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, the Executive Assistant and in collaboration with Fund Development Committee to implement the fundraising plan to meet our strategic goals.
- Coordinate all special events such as but not limited to: Spring and Year-End Appeals, Annual Holiday Sponsor-A-Family program, the Annual Fundraising Event, and various fundraising activities i.e. Auctions, donor cultivation events, and the Annual Backpack drive.
- Responsible for overseeing all functions of the donor database (Salesforce) management. Oversee, track and update accurate "contact data". Assure the donor database is maintained and updated appropriately.
- Actively develop and maintain relationships with local businesses and community partners to support the Agency's fund raising activities.
- Develop collateral materials including solicitation packets, invitations to special donor events, web-based communications, videos, and other marketing materials.
- Support the CEO in soliciting major gift donors for the Annual Fundraising Event, annual campaigns, engage Fund Development Committee as required.
- Maintain relationships with donors through a thoughtful communication plan that includes timely acknowledgements i.e. thank you letters, invitations, site visits, and reports.
- Ensure integrity of record keeping and communication with donors.
- Provide content for and maintain the agency's social media accounts, including Facebook, Twitter, Instagram, YouTube and LinkedIn.
- Ensure the agency's website is up to date, alongside the Executive Assistant.

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

- Serve as the key staff to the Fund Development Committee of the Board of Directors.
- Host and manage Board Fund Development committee meetings.
- 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, Instagram, LinkedIn, YouTube), the agency's website and program brochures
- Develop quarterly e-newsletters
- Assist in development and creation of agency videos

## **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, local businesses, 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, driving 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 1 year 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 Suites, and Social Media web platforms
- Preferred proficiency in Salesforce database
- Experience and knowledge of basic office equipment, such as but not limited to computers, printers, phones, mail system and copiers

**SUPERVISOR:** Chief Executive Officer

**STARTING SALARY RANGE:** \$43,000 - \$46,500 per year DOE. The salary is 80% FTE prorated at 30 hours or 100% FTE at 37.5 hours. Excellent benefits including health, dental, vision, life and long-term disability insurance plus retirement plan.

**HOURS OF WORK:** This is a full time position, you can select a 30 hour (prorated) or 37.5 hour work week. Regular office hours are Monday through Friday, 9:00 am –5:00 pm (During the COVID-19 pandemic must have the ability to work from home 1-2 days per week). Some evening and weekend work is required during Agency fundraising activities and once a month for Board meeting.

**RÉSUMÉ AND COVER LETTER TO:** Haley Hester, Executive Assistant at [hhester@fssba.org](mailto:hhester@fssba.org)  
Family Support Services, 303 Hegenberger Road, Suite 400  
Oakland, CA 94621 - 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.