

# FAMILIES FORWARD

**Job Title: Development Associate**

**Reports to: Development Manager**

**Education Requirement: Bachelor's Degree preferred**

**Position is Non-Exempt, Full Time – 38 hours per week**

## **Job Summary:**

The Development Associate supports the organization's mission to prevent and end family homelessness by providing administrative support to the Fund Development team. In a fast-paced, dynamic environment, the Development Associate plays a key role in donor stewardship, communications, and cultivation efforts to achieve the strategic and fundraising goals of Families Forward. The Development Associate is responsible for accurate gift recording, timely gift acknowledgment, management of donor records, as well as assisting with fundraising events and activities.

## **Essential Job Duties: (80% of time spent)**

- Responsible for the gift entry and acknowledgement process to include in-kind and monetary gifts with acknowledgement in the form of letters, notecards, emails, and phone calls. Ensures all data is entered accurately and timely in accordance with IRS guidelines. Organizes, files, and maintains donor and gift documentation.
- Provide administrative support to development staff and perform general office duties such as greeting donors, responding to inquiries, coordinating mail, and deliveries.
- Create gift queries, exports, and reports for mailing lists, emails, donor recognition, and weekly/monthly development reports.
- Responsible for supporting donor communications, overseeing mailing list management, conducting donor/prospect research, and marketing and communications contributing to donor satisfaction and retention.
- Collaborate to plan and implement donor cultivation, fundraising, and recognition events, including supporting event logistics. Manage event attendee tracking, registration, and event-related communications.
- Manage correspondence and maintain lists of affinity programs, matching gift companies, and Facebook fundraisers.
- Assist with donation accounting and monthly reconciliation.
- Recommend improvements in donor management practices and procedures. Perform regular data clean up and quality control checks.

## **Additional Responsibilities: (20% of time spent)**

- Attend staff, fund development, and other meetings as needed.
- Assist with marketing events, outreach activities, and seasonal programs.
- Ability and willingness to work evenings and weekend hours as needed.

## **Job Qualifications:**

- Experience with donor or customer database systems, including data entry, evaluating, analyzing, and reporting required. Experience using Blackbaud's Raiser's Edge and NXT is highly desired.
- Strong attention to detail.
- Strong verbal and written communication skills.
- Ability to work independently and handle confidential information appropriately.
- Ability to use independent judgment in planning, prioritizing, and organizing tasks.
- Excellent time management skills with the ability to balance multiple priorities and be responsive to changing business demands.
- Proficiency with Microsoft Office.
- Occasional evening and weekend work required.
- Maintain valid California Driver's License and State Mandated Auto Insurance

Please send resume to Marissa Hall, Director of Operations, at [mhall@families-forward.org](mailto:mhall@families-forward.org). No phone calls please.