



Employer: San Francisco CASA
Position: Development & Communications Associate
Status: Full-time (40 hours per week), non-exempt, hybrid. Minimum 60% in person, 40% remote.

Organization Overview

Through advocacy and mentorship, San Francisco CASA empowers community members to stand up for a foster child and champion their rights in court and the community. SFCASA recruits, trains and provides ongoing support to community volunteers serving as Court Appointed Special Advocates to advocate for the best interests of youth in the foster care and juvenile justice systems. Through sustained, relationship- and strength-based support during and after systems involvement, SFCASA creates positive change in children's lives, providing them with hope, stability and opportunities to thrive in preparation for healthy, productive adult lives. More information can be found at www.sfcasa.org.

Position Overview

The Development Associate has primary responsibility for coordinating the donor databases, fundraising appeals, event solicitation/registration, marketing collateral, and providing administrative support for donor relations, as well as SFCASA's Board of Directors. Under the direct supervision of the Engagement Events & Partnerships Manager, the Development & Communications Associate plays an important role in supporting SFCASA's growth and development. This position offers a great opportunity for applicants interested in gaining skills and experience as part of a successful mission-driven development and communications team.

Responsibilities

Donor Database Coordination Relations Support

- Serve as the in-house Salesforce, Greater Giving and Salesforce Marketing Cloud expert, entering all data, creating customized reports, analysis and target lists
- Manage relationship portfolio system
- Screen and research datafile to identify likely upgrade and major donors
- Select targets for direct response campaigns and events
- Reconcile donor database with accounting records in collaboration with Director of Finance and Administration
- Record all donations in Salesforce twice weekly and create personalized acknowledgments
- Prepare regular donation deposit reports for finance department

Donor Relations & Annual Fund

- Respond to donor inquiries
- Organize major donor cultivation and solicitation processes
- Research and prepare major donor profiles
- Manage direct marketing efforts to maximize effectiveness
 - Write appeals, produce mailing lists, execute mailing
- Manage *Spotlight* email series

- Ensure major donors receive personal acknowledgment from a Board member
- Plan and administer holiday gift drives

Marketing & Communications

- Author Spotlight email series
- Coordinate planned giving email marketing
- Maintain and update organizational website
- Create marketing materials for recruitment, brand awareness, development and volunteer management, maintaining consistent brand identity
 - Includes Annual Report, digital and OOH ads, meeting handouts, postcard/mailings
- Coordinate social media posts and advertising, with input from colleagues

Major Events

- Manage solicitations, website, ticketing, registration and acknowledgments for development-related events, including advocate appreciation event, donor lunch, and fostering change gala
- Support community events to raise awareness and recruit volunteers

Board of Directors Communication

- Schedule and prepare all Board meetings, including tracking calendar invitations, preparing Board materials, arranging catering, updating attendance, and compiling minutes, as needed
- Coordinate with committee chairs to schedule and communicate re committee meetings/calls
- Coordinate and support Board use of online record keeping and communications portal
- Provide tech support for hybrid meetings

Additional Responsibilities

- Provide occasional back-up front desk/reception coverage
- Establish and maintain effective, collegial working relationships with SFCASA staff, Board, volunteers, donors, partner agencies, and other external stakeholders
- Other duties as assigned; non-essential job duties, non-related responsibilities and other tasks as required by the Executive Director and Agency may be assigned from time to time – SFCASA is a small non-profit organization requiring flexibility from its staff

Qualifications and Requirements

- Bachelor's degree required
- 2-4 years of development, communications or administrative support experience
- Advanced competence in Microsoft Word, Excel, PowerPoint and Outlook
- Experience with design applications, ideally Adobe Creative Cloud Suite
- Excellent written and oral communication skills
- Experience in a development, marketing or customer service field ideal
- Must pass a comprehensive background check (after offer)
- Comfortable with learning and utilizing new software programs; experience with Salesforce or other database preferred
- Demonstrated respect of all people regardless of socioeconomic background, culture, religion, sexual orientation, disability or gender and experience working with culturally diverse populations

- Ability to maintain confidentiality and exercise diplomacy and discretion in communications
- Demonstrated capacity to exercise sound judgment and take initiative to problem solve in order to serve the needs of multiple stakeholders
- Friendly and approachable demeanor, positive attitude, and genuine interest in interacting with staff, volunteers, Board, and donors
- Detail-oriented and proactive self-starter with strong attention to detail who can anticipate needs of others and accept/adapt to feedback
- Flexibility with hours required, including some evenings and weekends
- Bilingual candidates and BIPOC are encouraged to apply
- SFCASA is committed to centering and supporting the voices of former foster youth. Applicants with lived experiences of the dependency system and/or other system involvement are highly encouraged to apply.
- Candidates should be prepared to provide a writing sample upon request

Salary & Benefits

Salary for this position is \$66,560/year. SFCASA offers a hybrid working environment (currently 60% in office and 40% remote). SFCASA offers a robust benefits package including health, dental and vision insurance; a 403(b) retirement savings fund; flexible spending plans for medical, dependent care, and commuter expenses; and generous vacation, sick leave and paid holidays. Employees in their first year accrue 15 vacation days and 12 sick days annually and receive 16 paid holidays per year, including their birthdays off.

Please send a cover letter, resume, and three references in one PDF document via e-mail to resumes@sfcasa.org with “Development & Communications Assistant” in the subject line. We’d appreciate learning how you heard about the position and why you are interested in working at SFCASA in your cover letter. Please, no phone calls or site visits. This position will remain open until filled; complete applications will be reviewed as they are received.

SFCASA is committed to workforce diversity and does not discriminate on the basis of age, race, color, religion, disability, sexual orientation, gender identity, or veteran status. Qualified applicants will receive full consideration without regard to age, race, color, religion, disability, sexual orientation, gender identity, or veteran status. SFCASA will consider qualified applicants with arrest or conviction records for employment in a manner consistent with the requirements of the San Francisco Fair Chance Ordinance.

San Francisco CASA is an equal opportunity employer.