DEVELOPMENT ASSOCIATE
ACMHS – Main Office | Oakland, CA

Development Division

JOB SUMMARY

The Development Associate contributes to the success of ACMH’s fundraising efforts by assisting in the operations of the individual giving, corporate, and stewardship programs. This role will execute a range of donor events each season, assist in the implementation of all stewardship and cultivation activities, document gifts and donor communications, assist in the portfolio management process for gift officers, coordinate logistics for committee meetings, and field customer service requests from donor community. S/he provides administrative support to all parts of the agency, including both the central development team and the front line fundraising team.

RESPONSIBILITIES

- With direction from the Director of Development and the Executive Director, develops the production of both large-scale and intimate cultivation and stewardship events as needed, including anniversaries of programs, speaker series, dinners, concerts, receptions, donor luncheons, tours, private events, and legacy giving celebrations:
  - Coordinates with Executive Director and others involved in Data & Analytics to compile lists for event invitations.
  - With direction from the Executive Director or Development Director works with the Creative Services team to produce event invitations in various media.
  - Assembles and mails event invitations, with assistance from others.
  - Maintains records of invitations and attendance in the ACMHS database.
  - Serves as the point person for management of the distribution of all sponsorship information for events and activities and across all departments.
  - Coordinates logistics for committee meetings, including calendaring, invitation and attendance tracking, assembly of materials, and arrangements for refreshments.

Provides support to the staff and Advisory Board on all donor stewardship and cultivation activities:

- Coordinates with the others on the production, routing and distribution of all gift acknowledgment letters, pledge reminders, and corporate invoices.
  - Maintains the timely execution of benefits to all donor constituents, including corporate, individuals and foundations partners.
  - Serves as a primary development liaison on the phone and via email for the stewardship phone line, such as donor inquiries, benefits fulfillment, and stewardship-related requests.
  - Engages with others on all stewardship and cultivation activities and donor engagement opportunities, including the distribution of welcome packets, implementation of welcome email campaigns, and coordination of donor gifts.
  - Assists others on executing all donor recognition opportunities, including proofing of logos and onsite sponsorship signage, website, print, and digital.
  - Supports others in implementing regular and targeted cultivation and stewardship strategies including thank you calls, thank you notes, concert visits, etc.
  - Coordinates logistical arrangements and serves as on-site support for small-scale, high-touch, ad-hoc cultivation and stewardship hospitality for both individual and corporate partnerships.
  - Assists others and the sponsorship team with creating sponsorship reports for corporate and individual partnerships.
With direction from the Executive Director or Director of Development, assists in the solicitation cycle for donor communications and logistics each season:

- Works with relevant gift officers on solicitation mailing logistics across all development campaigns.
- Works with others to maintain accuracy of donor meeting schedules and portfolio development for gift officers.
- Assists with annual fund qualification and solicitation efforts in conjunction with others.

- Support the team in other special projects as assigned.
- Recognizes opportunities and anticipates needs, reviews requests for information and determines appropriateness of release, and keeps senior staff informed of items requiring attention.
- Maintains working knowledge of Development-wide events and protocol in order to answer Board, donor, or other inquiries on behalf of the department.

**QUALIFICATIONS**

**Required:**

- Minimum three years of experience in development
- Bachelor’s degree or equivalent
- Superb organizational skills
- Excellent interpersonal skills with the ability to work well with all types of people, including board members, donors, volunteers and a diverse group of staff
- Excellent written and verbal communication skills
- Ability to take initiative and manage multiple projects under deadline pressure in a fast-paced, dynamic environment
- Ability to maintain confidentiality and handle situations of a highly sensitive nature
- Excellent clerical and computer skills, including advanced proficiency with MS Word, Excel, PowerPoint and Outlook
- Experience using customer relationship management software
- Ability to lift up to 50 lbs.

**Preferred:**

- Working knowledge of project management software
- Experience speaking regularly on the phone in a customer service capacity in an office setting
- Experience planning and managing events
- Experience planning and deploying complex mailings

**ABOUT US**

ACMHS helps individuals and communities celebrate and improve life through the promotion, support and provision of mental health treatment, outreach, wellness, education, and research.

ACMHS was established in 1974 by community providers, activists, and progressive citizens concerned about the well-being of our low-income Asian & Pacific Islander (API) immigrants and refugees in need of culturally competent mental health services.

To date, we have 25 full and part-time staff members, including paraprofessionals, marriage and family therapists, licensed clinical social workers, clinical psychologists, and psychiatrists.

The core competencies of our staff reflect a wide spectrum of age groups, immigrant/refugee cultural status and language fluency in several languages and dialects including Cantonese, Mandarin, Japanese, Korean, Mien, Tagalog, Thai, Lao, Khmer, and Vietnamese.