

Job Title: Development Manager
Department: Development
Reports To: VP of Development & Communications
Classification: Regular, Full Time, Exempt
Location: Concord, CA

Who We Are

For over 45 years, the Food Bank, made up of a diverse staff, dedicated Board of Directors and passionate volunteers, has been leading the fight to end hunger in partnership with our community and in service of our neighbors in need.

About this Opportunity

The Development Manager is an independent, strategic project manager and an integral member of the fundraising team. The Development Manager will support the VP of Development & Communications in executing the Food Bank's annual development plan to meet the overall Annual Fund fundraising goal. The Manager is data-driven, develops processes that increase organizational efficiency, and excels at internal/external communication. With a good eye and passion for the Food Bank's mission, this person stays positive under pressure and consistently produces exceptional work.

Essential Duties and Responsibilities

Annual Fund Management

- In collaboration with the VP of Development & Communications, develop and execute the overarching fundraising strategy and creative direction of the Annual Fund program in order to acquire, retain, and upgrade donors.
- Manage all Annual Fund fundraising programs, including direct mail (raising \$3.5MM annually), email marketing, and monthly giving (\$1.8MM), and serve as the primary liaison for vendors.
- Write and oversee the design of compelling and effective mail and email solicitations and stewardship pieces for all Annual Fund donors, including monthly, mid-level, and major donors.
- Alongside the Donor Relations Manager, establish a comprehensive stewardship program targeted at the annual fund donor base.
- Collaborate with the Leadership Gifts team to ensure that the Annual Fund program is an effective pipeline for other giving opportunities.
- Using data analysis, develop and maintain ongoing measurement and progress reports; refine and reinforce strategies in a timely, proactive manner.

Development Operations and Management

- Prepare and manage the annual giving budget.
- Works with the VP of Development & Communications to ensure that all annual fund tactics align with the department's strategic goals and that appropriate tracking mechanisms are in place to evaluate their effectiveness throughout the year.
- Inspire and motivate the annual fund team. Mentor and manage a team of 10 with three direct reports and provide opportunities for professional development.
- Oversees volunteer services team to ensure that all volunteer services activities are being executed in line with the strategic priorities of the organization.
- Collaborate with the Donor Database Specialist to create Salesforce dashboards to measure, analyze, and report on fundraising performance to inform strategic decisions.

Stewardship and Event Planning

- Plan and direct Food Bank's annual fundraising and stewardship events.
- Develop a deep understanding of what motivates each donor segment through continuous testing of best practices; share these learnings regularly across the Development and Communications team.
- Communicate donor impact in innovative and creative ways, strengthening current stewardship programs and launching new initiatives to increase retention rates.
- Work with the Donor Relations Team to ensure that all donor communications, including direct mail, acknowledgment letters, welcome series, and other stewardship pieces, are accurate and timely.
- Work closely with the Communications Director to ensure our printed and electronic fundraising strategy is on track and meeting expectations.

Qualifications

To perform this job successfully, an individual must be able to satisfactorily perform each essential duty. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Bachelor's degree and 5+ years of experience in fundraising with strong knowledge of best practices and/or sales fundamentals. An equivalent combination of education and experience may be considered. Food banking experience a plus.
- A minimum of 3 years of creative and inspired leadership experience supervising managers and driving innovation within a department.
- Direct mail experience strongly preferred.
- Strong, visionary, and creative leadership in development with an outstanding record of accomplishment.
- Experience evaluating processes and making strategic recommendations that increase fundraising success.
- Significant level of computer proficiency including MS Office and CRM tools; Salesforce experience a plus.
- Strong knowledge of project management principles including development and coordination of plans, communication, collaboration, budget, and time management.
- Excellent communication skills, verbal and written, including the ability to develop strong rapport and relationships with stakeholders.
- Demonstrated strong interpersonal skills and ability to create results through influence management.
- Ability to develop and use creative and innovative methods and the judgment to know when innovation makes sense.
- Ability to use independent judgment and make sound decisions.
- Experience working with volunteers preferred.

- Excellent written and verbal communication skills; experience writing creative and impactful communication that inspires donors to give.
- Ability to work efficiently in a fast-paced, deadline driven role.
- Proven track record working in a collaborative team environment with people of diverse backgrounds and circumstances.
- Ability to work flexible hours, including evenings and weekends, as needed.
- Valid CA driver's license and insurance and the ability to be covered under the Food Bank's auto insurance policy.

Supervisor Responsibilities

Directly supervise a team of 8 staff. Carry out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Accountability

Under general direction. Established processes exist but may modify procedure without specific approval from senior manager. Primary functions are non-routine in nature and require independent decision-making. Plans own work activities; work is then reviewed upon completion. Decisions impact the success of assigned projects and influence achievement of team objectives.

Language Ability

Ability to read, analyze, and interpret general business publications, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the public.

Math Ability

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Additional Information

In instances of a federal, state or locally declared emergency, Food Bank is typically considered an essential service and emergency responder; all its employees may be called in to perform regular or emergent duties.

Compensation and Benefits

This is a full-time, exempt position. To ensure internal pay equity, the starting pay range for this position is \$100,000 - \$103,000 annually.



Job Opening

We value our employees' time and efforts. Our commitment to your success is enhanced by our competitive and extensive benefits package including health, dental, and vision, life insurance, flexible spending account, 403(b) employer matching, and paid leave to eligible employees. Plus, we work to maintain the best possible environment for our employees, where people can learn and grow with the organization. We strive to provide an inclusive, collaborative, and creative environment where each person feels encouraged to contribute to our processes, decisions, planning, and culture.

To Apply

Please send your resume, cover letter, and any supporting documents to hr@foodbankccs.org with the subject line: **"Development Manager"**. Email submission is preferred.

Or by mail to:

**Food Bank of Contra Costa and Solano
Attn: Human Resources
4010 Nelson Avenue
Concord, CA 94520**

FBCCS is an Equal Opportunity Employer and complies with applicable state and local laws governing nondiscrimination in employment in every location in which the FBCCS has facilities.

We strive to create a workplace and organization that reflects the communities we serve where everyone feels empowered to be their full, authentic selves. Together, we work innovatively to effectively serve our community. Underrepresented groups are welcomed and encouraged to apply.

FBCCS does not have the resources to sponsor visas, nor any open positions eligible for the H-1B program.

For more information about us, please visit: <http://www.foodbankccs.org/careers>