
POSITION: Development Associate
REPORTS TO: Chief Development & Donor Engagement Officer
STATUS: Part-Time (15-20 Hours a week); Non-Exempt; Temporary
COMPENSATION: \$15 - \$20 per hour DOE
BENEFITS: Paid Holidays, Sick, and Vacation; Employee Assistance Program
LOCATION: Sacramento, CA


JOB SUMMARY:

The Development Associates will play a central role in the implementation of the Center's New Membership Program--a program designed to build and strengthen relationships, create a more sustainable future for the organization, as well create new points of entry and leadership development for those interested in working in LGBTQ+ spaces. In this role, the Associates will be responsible for contacting and engaging thousands of supporters through phone calls, texts, and social media, sharing information about the Center and asking for their financial support, listening, responding, and reporting important information generated in these conversations. This is a **part-time position (15 – 20 hours weekly) in a pilot program that will run for 12 weeks**, starting in-person then transitioning to remote work after training is complete. This position reports to both the Chief Development Officer and the Community Engagement and Events Coordinator.

ESSENTIAL FUNCTIONS:

- 1) **Communications Skills:** Successful Associates must be friendly and effective oral communicators with people they have never met, be able to process and record information while carrying on a conversation, and be comfortable asking for donations to support the Center's mission.
- 2) **Focus and Motivation:** Successful Associates must be focused motivated to achieve results. Each conversation will deliver specific messages, seek to learn specific information, and achieve specific financial outcomes.
- 3) **Time Management:** Successful Associates will organize their work and use their time efficiently. Each shift will entail initiating at least 100 calls resulting in the engagement of twenty or more conversations over the course of a 3-4 hour shift. Successful Associates will manage their time and conversations with prospects efficiently so that each day they communicate with enough people to meet their fundraising goals.
- 4) **Detail Oriented:** Successful Associates will be effective note takers who can recognize important information during a conversation, record notes in a database, and report important information to supervisors or other appropriate organizational staff.
- 5) **Resilience:** Successful Associates must work well under pressure and be comfortable in a metrics driven environment. Performance will be evaluated based on the number of contacts made, quality of information collected from conversations, and donations secured.

General Duties:

- 1) Develop and maintain a thorough understanding of the organization's history, vision, and current programming.
 - 2) Effectively engage community supporters through direct contact, communicate relevant information about the Center's work to them, and make an ask for their support through either a donation or a new membership.
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- 3) Record and report outreach metrics, conversations, contributions/memberships, and any important information that will help advance the relationship of the supporter.

QUALIFICATIONS AND EXPERIENCE:

- 1) Passion for the Center's mission and work to create a region where LGBTQ people thrive and a commitment to follow all policies and procedures of the organization.
- 2) Experience working with the LGBTQ+ community and familiarity with issues of particular relevance to LGBTQ+ people, social justice and civil rights policy issues is preferred.
- 3) Entrepreneurial passion for learning and adaptability in a fast-paced environment working independently and as part of a team.
- 4) Experience with fundraising, phone banking/call center, or other forms of direct solicitation.
- 5) Excellent communication skills and comfort in speaking with people who are not personally known to them.
- 6) Ability to build relationships with and work collaboratively with internal and external stakeholders, volunteers, community members, and donors.
- 7) Experience working with sensitive information and maintaining strict confidentiality.
- 8) Ability to ensure accuracy and quality in all materials and reports.
- 9) Comfort with CRM database administration (i.e. Raiser's Edge) is preferred.
- 10) Spoken and written fluency in Spanish is preferred.

REQUIREMENTS:

- 1) Minimum of 1 year (3 years preferred) of phone banking, sales, telemarketing, direct solicitation, or other relevant experience or related field.
- 2) High School diploma, GED, or equivalent experience required.
- 3) Availability: this position requires a flexible schedule that can accommodate 15-20 hours a week, with shifts mostly taking place in the later afternoon, evening, and on weekends.
- 4) Offers of employment may be contingent on the satisfactory results of a criminal history background check.
- 5) Employees must be legally permitted to work in the United States.
- 6) The Sacramento LGBT Community Center is a drug free workplace, employees may be subject to a drug test.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities and activities may change, or new ones may be assigned at any time with or without notice.

ABOUT THE ORGANIZATION:

The Sacramento LGBT Community Center works to create a region where LGBTQ people thrive. We support the health and wellness of the most marginalized, advocate for equality and justice, and work to build a culturally rich LGBTQ+ community.

EQUAL OPPORTUNITY:

The Sacramento LGBT Community Center is proud to be an equal opportunity employer. People of color, women, persons with disabilities, and persons who are lesbian, gay, bisexual, transgender, non-binary, or intersex are encouraged to apply. The Center maintains a policy of non-discrimination with respect to employees and applicants for employment. No aspect of employment will be influenced in any matter by race, color, religion, sex, age, national origin, marital status, ethnicity, religion, sexual orientation, gender identity and/or expression, physical disability (including HIV or AIDS), medical/mental condition, perceived physical disability or veteran status, or any other basis prohibited by statute.



TO APPLY:

Email a cover letter and resume as attachments to jobs@saccenter.org with the position title in the subject line; or submit a cover letter indicating the position you are applying for and application/resume to 1015 20th Street, Sacramento, CA 95811. For more information visit saccenter.org/careers. No phone calls please.

