

Job Description – Fundraising & Communications Associate

- Status:** Non-Exempt
Job Classification: 1
Hours: 1.0 FTE (Full-time, 40 hours, occasional evenings and weekends)
Comp Range: \$21.15-\$28.85/hour
Reports to: Director of Development and Communications
Job Summary: The Fundraising and Communications Associate is responsible for the agency donor and volunteer database, and leads the data reporting and analysis functions for the Development department. In partnership with the Director of Development, the position oversees the creation of print and digital fundraising campaigns, and supports all aspects of special event production. In addition, this position oversees the agency's online strategy, including website design, social media presence, and manages the donor thank you letter process.

DUTIES AND RESPONSIBILITIES

- Manage donor and relationship data in CRM/donor and volunteer database, including maintaining data integrity and accuracy, data entry, process documentation, and building and running queries and reports.
- Assist with donor segmentation reports, donor and donation analyses.
- Set-up and run online and email campaigns that support agency fundraising and stewardship goals.
- Oversee and lead website and social media initiatives across various channels, including content generation, visual design, outreach, and updates.
- Track online giving, employee-matched giving and communications to external entities.
- Work with the Director of Development and Communications to plan and execute agency-wide special development events
 - Oversee data tracking and reporting on tickets, sponsors, donors, and silent auction.
 - Create and oversee invitations, guest lists, and RSVPs.
 - Manage event physical and digital mailings.
 - Oversee event logistics, gathering and preparing registration materials, setup, interface with vendors, etc.
- Support donor stewardship activities including, but not limited to, preparation, processing and mailing of donation acknowledgement letters, thank you letters, media/donor packages, invitations, event signage, and other correspondence.
- Support the Director of Development and Communications in donor prospecting and stewardship process, as needed.
- Actively participate in Community Resources team meetings to ensure effective mission driven implementation of strategic, programmatic and administrative work plans.

West Valley Community Services believes that each employee makes a significant contribution to our success and should not be limited by the assigned responsibilities. This job description outlines primary duties,

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qualifications, and job scope, but is not intended to be a comprehensive description of job responsibilities. We expect each employee to offer their services as necessary to ensure the success of our endeavors.

QUALIFICATIONS

- Experience with analyzing or using data, preferably in a non-profit or administrative capacity
- Experience with using CRMs and website maintenance required
- Familiarity with social media platforms including Facebook, LinkedIn, Instagram and Twitter preferred
- Excellent computer skills, including MS Office Applications, Microsoft suite (Excel, Word, G Suite) and Google for Business required
- A valid driver's license with a clean record required
- Employees must be fully vaccinated and up to date, or must submit a request for exemption. New employees are required to be at least partially vaccinated within two weeks of their first shift at WVCS, and must provide proof of vaccination.

This position description intends to describe the general nature and level of work and is not intended to include all duties and responsibilities. Due to the nature of our clients' needs and our agency's operations, responsibilities may be modified at any time.

ABOUT WEST VALLEY COMMUNITY SERVICES

West Valley Community Services is a nonprofit organization that has been providing safety net services to low income and homeless individuals and families in the west valley region of Santa Clara County for more than 40 years. The mission of West Valley Community Services is to unite the community to fight hunger and homelessness. Our work is guided by the vision of a community where every person has food on the table and every person has a roof over their head.

At West Valley Community Services, we value:

- Compassion – We respond to the needs of others with sensitivity and kindness.
- Dignity – We treat everyone with honor and respect.
- Integrity – We operate with honesty and strong moral principles.
- Service – We bring together the community to help others.
- Diversity – We value each individual's uniqueness.
- Ingenuity - We approach our work with creativity and resourcefulness.

These values inform the work we do with our clients, our staff, our board members, and the community.

West Valley Community Services offers a range of safety net services to clients, including a food pantry, affordable housing, emergency financial assistance, a mobile food pantry, financial coaching, family support, case management, and referral services. We also partner with county agencies to ensure clients have access to public health and food assistance benefits. Our programs target families with children, at-risk youth, seniors,



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individuals, and disabled adults who are extremely low-income, living on a fixed-income, homeless or are at risk of becoming homeless.

West Valley Community Services is the only nonprofit agency helping the men, women, and children living in poverty in the west valley communities of Cupertino, West San Jose, Monte Sereno, Saratoga, Los Gatos and the surrounding mountain regions. We provide the most vital and basic human services to the community's neediest individuals and families.

At West Valley Community Services, diversity is one of our core values. We engage with a diverse community of clients, staff, volunteers, and donors, and believe diversity makes us stronger. We encourage people from all backgrounds and all identities to apply.

West Valley Community Services is an Equal Opportunity Employer encouraging diversity in the workplace. All qualified applicants will receive consideration for employment without regard to race, national origin, gender identity/expression, age, religion, disability, sexual orientation, genetics, veteran status, marital status or any other characteristic protected by law.

Employee Name _____

Date _____

Employee Signature _____