



RAPHAEL HOUSE JOB POSTING

Job Title: Development Assistant

Department: Development

Reports to: Development Manager/Community Engagement Manager

Our mission is to help low-income families and families experiencing homelessness strengthen family bonds by achieving stable housing and financial independence. Since 1971, Raphael House has been at the forefront of providing homeless and low-income families in the San Francisco Bay Area the personalized family-centered solutions they need to build brighter futures. Raphael House is a privately funded and community-supported organization. Our success rate is unmatched: more than 85% of all Raphael House families go on to achieve long-term housing and financial stability.

Our Team:

Raphael House's private funding model is supported by a development team that engages individual, corporate, and community donors and volunteers, and plans several fundraising events throughout the year. Diverse, caring, and creative, Raphael House's staff are skilled thinkers and problem solvers, and they're always willing to roll up their sleeves to get the job done. Raphael House employees are inspired by the organization's mission both professionally and personally, and each is developed as a collaborative leader and crucial contributor to strengthening families in the community. Through their work, Raphael House is able to consistently deliver unmatched results: 85% of all Raphael House families go on to achieve long term stable housing and financial independence.

POSITION SUMMARY:

The Development Assistant supports the fundraising activities of the Development Department by providing a broad range of administrative support, including assisting with administering the organization's donor database (Raiser's Edge NXT), managing gift processing and donor acknowledgements, maintaining data quality of the fundraising database, and producing standard reports. They also work closely with the Community Engagement Manager, Development Manager, Events Manager, and Marketing Manager to engage volunteers, sponsors, fundraise, and share stories about our mission.

Raphael House employs a strategic, relationship-based, fundraising model that is highly collaborative, results-oriented, and fast-moving. The position reports to the Development Manager and the Community Engagement Manager and is part of a team of five development professionals in San Francisco that raises over \$4,000,000 per year and collaborates closely with program staff, the Senior Management Team, and the Board of Directors.

DUTIES / RESPONSIBILITIES

Fundraising

- Process gifts, enter data, and run reports using Raiser's Edge NXT
- Process timely donor acknowledgements, stewardship, and recognition, including assigning tasks to team members in RE NXT as needed
- Support Development Manager in monthly revenue reconciliation with Accounting department
- Assist Development Manager with recurring data health projects and maintaining accuracy of records, including maintaining files and organization
- Assist Community Engagement Manager to identify in-kind needs in collaboration with Raphael House staff and coordinate with corporate and community members who wish to donate
- Manage Raphael House's Amazon Wish Lists



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Volunteer Management

- In collaboration with program staff, assist with group volunteer events as needed
- Support with volunteer recruitment, projects, and onsite supervision at Children's Program Special Events as needed
- Assist with scheduling and maintaining Raphael House volunteer calendar
- Ensure that volunteers are added to RE NXT and all data pertaining to volunteer activities is collected monthly
- Assist with volunteer acknowledgment efforts

Donor Engagement

- Schedules and manages the coordination of donor visits and tours
- Assist with shelter tours and general questions about our programs from donors and visitors as needed

Events

- Support Events Manager with annual Gala event, including event database management, administration, set-up and break-down, and post-event wrap-up details
- Attend meetings and coordinate with Gala Committee on planning and logistics
- Collect data from event sponsors, including logos, ads, and payments for sponsorships
- Manage data entry of Gala event auction items and ticket sales
- Support Events Manager with registering guests, generating reports, and reconciling event data

Administration

- Keep Development team meeting minutes, prepare agendas, reports and other documents for internal and external circulation
- Supports the Development Team with projects and tasks as needed, including calendar and contact management
- Work occasional evenings and weekends to assist with fundraising events as needed

Marketing

- Assist with updating RH website, including the blog and landing pages
- Assist with marketing duties as needed, including photography, copyediting, proofreading, and writing short-form social media content
- Assist with organization-wide storytelling efforts as needed

QUALIFICATIONS

- A positive, collaborative, and solutions-oriented attitude. Enjoys working as part of a hard-working and collaborative team
- Computer (PC) skills in word processing and database management
- Excellent written and verbal communication skills, attention to detail and accuracy, and ability to maintain confidentiality with sensitive information
- Strong organizational skills, with an ability to stay focused on assigned tasks and problem solve as conflicts arise
- Customer service mindset and experience interacting with a variety of individuals including coworkers, senior staff, board members, volunteers, clients, and the general public
- Ability to work under pressure, stay flexible, and maintain a sense of humor
- Ability to work some evenings, weekends and/or longer hours; ability to lift 20-30 lbs.
- Must be 21+ and have a valid CA driver's license

PREFERRED QUALIFICATIONS



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- Bachelor's Degree or equivalent experience in an administrative or fundraising role
- Experience with MS Office, Google Drive, and other data platforms like Raiser's Edge, Greater Giving, OneCause, Auctria, and/or Eventbrite preferred
- Wordpress and Social Media platform proficiency
- Flexibility working remotely, using Zoom, and working in the office
- Self motivated; desire and aptitude for learning new tasks quickly
- Basic understanding of fundraising principles and basic fundraising skills specific to supporting individual, foundation, corporate and major donor cultivation.
- Excellent organizational skills; ability to meet strict deadlines and to carry out complex and technical assignments with careful attention to details

Salary: \$50,000 to \$55,000 annually, commensurate with experience. Full-time employee benefits include: medical, dental, and vision coverage; three weeks accrued vacation days plus 11 paid holidays and 10 accrued sick days; EAP program; Flexible Spending Account; and commuter benefits. Raphael House supports a work/life balance for its employees and offers flexible work options.

Contact: Please send a cover letter and resume to kikehara@raphaelhouse.org

Please, no phone calls or walk-in inquiries about the position.

Raphael House of San Francisco, Inc. is an equal opportunity employer, drug-free workplace, and complies with ADA regulations as applicable.

Pursuant to the San Francisco Fair Chance Ordinance, we will consider for employment qualified applicants with arrest and conviction records.

All applicants are considered for all positions without regard to race, religion, color, sex, gender, sexual orientation, pregnancy, age, national origin, ancestry, physical/mental disability, medical condition, military/veteran status, genetic information, marital status, ethnicity, alienage or any other protected classification, in accordance with applicable federal, state, and local laws. Equal access to programs, services, and employment is available to all qualified persons. Those applicants requiring accommodation to complete the application and/or interview process should contact a management representative.

