



## POSITION ANNOUNCEMENT: DEVELOPMENT OPERATIONS AND SUPPORT SPECIALIST

**Job Title:** Development Operations and Support Specialist  
**Reports to:** Chief Philanthropy Officer  
**Team:** Development Team  
**Status:** 100% time, non-exempt

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### ORGANIZATION BACKGROUND

[Horizons Foundation](#) has been dedicated to serving, funding, and helping to lead the LGBTQ community for 40 years. Established in 1980 as a San Francisco–based community foundation, Horizons’ mission statement reads:

*As the world’s first community foundation of, by and for LGBTQ people, Horizons invests in LGBTQ nonprofits, strengthens a culture of LGBTQ giving, and builds a permanent endowment to secure our community’s future for generations to come.*

Horizons is a national leader in promoting LGBTQ philanthropy, recently recognized as one of the LGBTQ movement’s “Top 10” funders by the national advocacy group Funders for LGBTQ Issues. Last year, Horizons distributed grants totaling \$5.9M to hundreds of nonprofits throughout the country, with more than half supporting organizations in the Bay Area. Grants were awarded to LGBTQ nonprofits and to LGBTQ-focused programs at non-LGBTQ-specific organizations. Through its donor-advised fund (DAF) program, Horizons also makes grants to non-LGBTQ nonprofits regionally and nationally.

Last year, Horizons provided critical funding to both LGBTQ and non-LGBTQ organizations, including support for projects that addressed violence and bullying, teen suicide and literacy; provided training and leadership development to mental health professionals; fueled advocacy for transgender rights, ensured adequate and culturally-sensitive healthcare to the LGBTQ community, and facilitated efforts to provide asylum to LGBTQ immigrants fleeing persecution and violence in their native countries. Horizons has responded aggressively to the COVID-19 pandemic and has made more than \$1 million in emergency grants to over 65 Bay Area nonprofits through its LGBTQ COVID-19 Response Emergency Fund, including the Oakland LGBTQ Center, Transgender Law Center, Lavender Seniors of the East Bay, Homeless Youth Alliance, Openhouse, Positive Resource Center (PRC), the South Bay’s Billy deFrank Center, Somos Familia, GLBT Historical Society and LGBTQ Connection Napa and Sonoma.

In 2016, Horizons undertook the most ambitious fundraising campaign in its history. The **Now and Forever** campaign raised over \$115M, including \$3.7M in outright gifts from a broad base of donors that enabled Horizons to increase its programs, capacity, and breadth of services to the community and beyond. The campaign also achieved another milestone, identifying over \$110M in future legacy gifts as part of efforts to build its endowment and ensure long-term support of organizations in the region. Horizons currently has over \$40M in assets under management and a growing endowment of more than \$15M.

## **POSITION SUMMARY**

It is an exciting time of growth and building as Horizons Foundation launches an ambitious strategic plan that will prioritize overall growth of the foundation while focusing on the most vulnerable of our community. With a new Chief Philanthropy Officer at Horizons Foundation and the reshaping of the Development Team, the incoming Development Operations and Support Specialist will be responsible for ensuring the integrity of all data related to Horizons Foundation's donors and revenue. They will proactively work to ensure data integrity, seamless reporting, and robust record building by using regular everyday data entry as an opportunity to update donor records and information, correct duplications, and input new comments and observations. The DOSS will help us ensure clean, valid, and valuable data that can help us all achieve our development and program goals. At the same time, the DOSS will bring an eye to systems improvements to ensure seamless integration of data and information across all programs. They will work to customize data pulls to generate accurate reports, track results, and trends in data, and find new and effective ways to present those results internally and externally. As part of the Development Team, they will contribute to long-term and annual revenue goals.

## **KEY AREAS OF FOCUS**

The Development Operations and Support Specialist will be responsible for the following:

### **Data Management and Integrity 70%**

- Manage all data for development programs
- Accurate and timely entering and acknowledgment of all donations that come to the foundation from a variety of different sources
- Produce weekly donation reports, complex data-driven reports, and other related reports, utilizing Salesforce in an efficient and productive manner
- Record and maintain in Salesforce the relevant data, campaign tracking, and gift acknowledgements for all our development programs
- Recording and providing prompt, accurate, and tailored acknowledgement letters for all individual donor gifts
- Prospect and data management for our planned giving program, including recording and tracking new legacy gift notifications, agreements, and legacy circle memberships
- Maintaining data relating to donor-related events, Philanthropic Advisors Circle Series, and Directory of Professional Advisors
- Maintaining complete and accurate files related to donors and other development-related areas
- Tracking and reporting on all direct mail campaigns, and providing data reports, mailing and email lists, donor lists for foundation communications, committees, event invitations, and internal use
- Weekly uploads of donor-advised fund grants into Salesforce

### **Development Team Support and Other Duties 30%**

- Conduct prospect research and develop donor profiles for senior development staff
- Tracking and reporting board progress towards goals established in board members' annual Individual Fundraising Plans and other fundraising campaigns
- Coordinating stewardship programs including special mailings and customized touches for highest level donors and support cultivation events and touches
- Support a range of administration and special project needs for the development program

- Supporting general administrative needs for the development program and senior development staff and coordination for special projects as needed.

### OUR IDEAL CANDIDATE WILL BE:

**Passionate** about Horizons Foundation's mission with a demonstrated commitment to social justice and familiarity with the social and legal issues impacting the LGBTQ community, both past and present

**An experienced and excellent data manager:** exceptional attention to detail with a preference for experience in Salesforce

**Highly organized:** There are many components to this position, and the future DOSM will have excellent record-keeping and follow up

**A multitasker:** The right candidate will have the ability to balance multiple projects, manage deadlines, and work across departments with competing goals and priorities

**Committed to diversity, equity, inclusion, and belonging** as core organizational values and to racial, gender, and social justice, and to authentically articulate a commitment to equity and inclusion by their actions

**Conscious about our community:** Be knowledgeable of our most pressing community issues, have a familiarity of local nonprofit organizations, and come with experience working directly with or for nonprofit/community-based organizations with strong missions

**Strong work ethic, team-oriented, and goal-driven**

**A team player:** able to work effectively in a diverse workplace and to motivate and train volunteers

**Resourceful and innovative:** bringing an optimistic, can-do, hands-on approach to achieving the most possible with the resources available and responding flexibly as opportunities and events arise

The above statements are intended to describe the general nature of work being performed and are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required.

### PHYSICAL REQUIREMENTS

The physical demands of this position are light with the expectation that the staff person can exert up to 20lbs. of force occasionally, and/or up to 10 lbs. of force frequently, and/or a negligible amount of force constantly to move objects. Light work usually requires walking or standing to a significant degree. The position requires frequent computer use at a workstation. Horizons Foundation will make reasonable accommodations in compliance with the ADA of 1990. This job description and its physical requirements will be reviewed periodically as duties and responsibilities change with business necessity. Essential and marginal job functions are subject to modification.

### COMPENSATION AND HOURS

This is a full-time salaried position. Your schedule may vary based on need and could extend at times into the early evening, with some occasional weekend hours. Salary will be determined upon hiring, informed by qualifications and experience, with the mid-point expected to be \$70,000, with a generous benefits package that includes full health, vision and dental coverage, vacation, sick leave, significant employer contribution to a 403(b) plan retirement plan, and the pride of working at a critical community institution.

## **EQUAL OPPORTUNITY**

Horizons Foundation is an equal opportunity employer that supports and lives diversity in our staffing and values. We actively seek and welcome applications from people who identify as people of color; women; transgender, gender non-conforming, and non-binary; LGBTQ; and people living with disabilities. We comply with all applicable federal, state, and local laws governing nondiscrimination in employment, and encourage and seek qualified candidates of all backgrounds.

## **APPLICATION PROCESS**

Applications will be accepted until the position is filled. To apply, please submit your resume and a cover letter **in a single pdf or word document** outlining your interest and qualifications to [info@horizonsfoundation.org](mailto:info@horizonsfoundation.org) with **DEVELOPMENT OPERATIONS AND SUPPORT SPECIALIST** in the subject line.