



HORIZONS
our LGBTQ foundation

Job Title: Development Support Administrator
Reports to: Chief Philanthropy Officer
Status: Full-time (non-exempt)

ABOUT HORIZONS FOUNDATION

[Horizons Foundation](#) has been dedicated to serving, funding, and helping to lead the LGBTQ community for 43 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 more than \$7 million in grants 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.

Horizons has long prioritized grantmaking to frequently marginalized members of the LGBTQ community, including LGBTQ communities of color, transgender people, LGBTQ refugees and immigrants, LGBTQ youth and elders, and those with least access to vital services and equal justice. The foundation also has a deep commitment to smaller, grassroots nonprofits and a long record of awarding very early funding to promising nonprofits.

In addition to grantmaking, the foundation offers educational, community-building, and other events for donors and grantee partners throughout the year and is host to one of the LGBTQ community’s best-known annual galas. Horizons also has a powerful vision for the future support of the Bay Area LGBTQ community, one in which the legacy (planned) gifts of LGBTQ people provide the resources that future generations will need to secure and defend their rights, take care of LGBTQ people in need, and celebrate our lives through culture and the arts.

POSITION SUMMARY

The Development Support Administrator plays a crucial role in supporting the Development team of Horizons Foundation. This position involves managing development reporting, supporting donor-related activities, providing DAF (Donor Advised Funds) administrative support and grant operations, providing excellent customer service, and maintaining data integrity. The ideal candidate will possess strong organizational skills, deep experience with Salesforce NPSP, attention to detail, and experience in fundraising and donor relations.

PRINCIPAL RESPONSIBILITIES *(percentages are estimates, and will vary depending on organizational needs)*

1. Development Reporting (15%)

- Compile and generate development reports and dashboards to support fundraising activities and strategy planning
- 2. Support Development Team (15%)
 - Prepare donor meeting reports, intelligence, and dossiers
 - Conduct prospecting research for potential donors
 - Assist with legacy giving, major and individual giving, and donor-advised funds (DAF)
- 3. DAF and Grant Operations (15%)
 - Handle coding, troubleshooting and grantee/operations follow-up in support of the Donor and Philanthropic Services (DPS) team
 - Partner with Horizons Foundation Administrative Assistant and Programs team to ensure continuity in grant coding and become a grant coding specialist
- 4. Customer Service (10%)
 - Provide high-quality customer service to donors and DAF advisors, addressing inquiries and resolving issues promptly and proactively
- 5. Salesforce Data Management (20%)
 - Manage Salesforce constituent biographical, engagement, and gift and grant transaction data. Responsibilities will include data imports; manual data entry of account, contact, and transaction records; and auditing data to ensure accuracy and completeness
 - Act as a Salesforce super user, providing training and support to other team members
- 6. Collaboration (15%)
 - Partner with the administrative assistant to maintain data integrity across systems
 - Support the Chief Philanthropy Officer with various administrative and operational tasks
- 7. Other Duties as assigned (10%)

Occasional evening and weekend work hours may be needed at various times throughout the year, in particular supporting Horizons' annual and quarterly events.

DESIRED QUALIFICATIONS

Required Experience:

- Minimum of 3 years of experience in a relevant fundraising, development, or donor relations role.
- Proficiency in Salesforce NPSP including report and dashboard creation, account and contact records management, gift processing, and data hygiene
- Strong analytical skills with the ability to generate and interpret reports.
- Excellent organizational skills and attention to detail.
- Exceptional customer service and communication skills.

Preferred Experience:

- Advanced knowledge of Salesforce, including experience as a Salesforce super user; Salesforce certification preferred.
- Experience in grant coding and managing DAF operations.
- Knowledge of donor prospecting and research techniques.
- Previous experience working in a non-profit environment
- Familiarity with legacy giving and major/individual giving strategies

Attributes, Skills and Competencies:

- Passion and commitment for Horizons Foundation's mission and the LGBTQ+ community
- Ability to handle multiple tasks and prioritize effectively
- Ability to clearly communicate data concepts to a diverse group of colleagues
- Strong problem-solving skills and ability to troubleshoot issues
- High level of integrity and ability to handle confidential information
- Proactive and able to work independently with minimal supervision
- Team-oriented with a collaborative approach to work

COMPENSATION, HOURS, AND OFFICE

This is a non-exempt position for 40 hours per week. Compensation is based on hours worked, and the wage range for this position is \$31.25 to \$38.46 per hour, commensurate with qualifications and experience (financially equivalent at \$65,000 - \$80,000 per year). The starting wage is generally at or near the mid-point of the range, with the opportunity for future growth. The generous benefits package 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.

Horizons' current practice is for staff to work from the foundation's downtown San Francisco office on Tuesdays, Wednesdays, and Thursdays. Mondays and Fridays can be remote-work days. The foundation's office is conveniently located 1.5 blocks from the Montgomery BART/MUNI station.

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.

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 people; 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

To apply, please submit a cover letter and your resume, preferably **in a single PDF**, to careers@horizonsfoundation.org with **Development Support Administrator** in the subject line. Applications will be accepted until the ideal candidate is identified. **Early submissions are encouraged** and will be reviewed as they are submitted. No phone calls, please.

Thank you for your interest in Horizons and your support for the LGBTQ community.