

Britepaths
JOB DESCRIPTION - 2020
DEVELOPMENT AND OPERATIONS ASSOCIATE

Job Title: Development and Operations Associate
Reports to: Programs Director and Development Director
Job Status: Hourly, 20hrs/wk, temporary
Location: Fairfax, VA - teleworking

Interested candidates should send a cover letter and resume to Lisa Whetzel, Executive Director at LWhetzel@britepaths.org by August 21, 2020, 5pm.

Background

Britepaths is a nonprofit organization dedicated to helping Fairfax County residents meet their basic quality of life needs through food assistance, financial assistance and mentoring programs.

This position is temporary, from September 2, 2020 through January 15, 2021, with the potential for permanent hire. The successful candidate will assist the Development Director, lead volunteer recruitment, and direct our annual Holiday Program. Because of the coronavirus, our standard programming has changed. It is critical that the incoming person be flexible and innovative.

During September 2020 through December 2020, Britepaths staff will be encouraged to work from home. Reliable internet connection is required. Laptop provided. The work schedule is flexible, but core hours are typically 10am-2pm. Minimal weekend and evening work may be required. Some in office meetings may occur later in the fall.

Qualities in a successful candidate

- Highly Organized
- Attentive to detail
- Flexible
- Dependable and strong work ethic
- Requires minimal guidance or supervision
- Strong communication and interpersonal skills
- Enjoys working as part of a team
- Bilingual in Spanish is preferred

Specialized Knowledge & Skills

Must be computer literate in MS Word and Excel. Must be adept with using databases.

Education and Experience – Bachelor’s Degree in Marketing, Communications, Business Administration, Advertising, or related field preferred, Associates Degree acceptable. A minimum of four years of progressively responsible experience, with 2 years supervisory experience.

Development Associate Duties

Reports to: Development Director
Job Status: Hourly, 7 hrs/wk

Directly responsible for assisting the Development Director with donor management, virtual special events implementation, and marketing.

Responsibilities:

1. Assist with planning, promoting, implementing and reporting on virtual events.

2. Ensure proper underwriting, sponsorship, marketing and promotion is completed to maximize profit from campaigns and events.
3. Ensure appropriate follow up and recognition is completed after each campaign or event.
4. Assist with the supervision and training of volunteers for the successful implementation of special events.
5. Assist in maintenance of the recordkeeping system for donor files and acknowledgements.
6. Work with Communications Manager in development of media content to support fundraising.
7. Use donor database to generate mailings, track donor status, create reports, etc.
8. Research prospects.

Holiday Program Duties

Reports to: Programs Director

Job Status: Hourly, 10hrs/wk

Britepaths' Holiday Program provides holiday assistance for Thanksgiving and December holidays to 500 families in need in Fairfax County. As with all programs at Britepaths, customer service is a priority.

Responsibilities:

Community Based Organizations (CBOs)

1. Disseminate information and referrals to local organizations, churches and groups.
2. Develop new community partners and solidify positive relationships with all CBOs.
3. Pull appropriate information from Civi and Excel databases for each CBO.

Holiday Program Sponsors and Donors

1. Develop ongoing communication plans and materials to mail/email Holiday Program participants (fundraising letter, thank you letter, mark your calendar, donor guidelines, donor forms, etc.). Oversee and assist with mailings.
2. Develop collateral material to further promote Britepaths' Holiday Program.
3. Maintain professional relations with donors using best practices in customer service.
4. Cultivate donor relations to retain and grow donor base.
5. Work with Development staff to grow program sponsors.

Holiday Program Clients

1. Communicate with social workers from FCPS and CSP about the client referral process.
2. Receive client referrals from FCPS and CSP social workers.
3. Contact clients to verify all information.
4. Enter confirmed referrals into Civi.
5. Match clients to sponsors.
6. Troubleshoot with social workers, clients and sponsors when issues arise.
7. Maintain professional relations with donors using best practices in customer service.

Program Management

1. Coordinates with Communications Manager to promote Holiday Program, in print, via email and social media.
2. Coordinate purchase of gift cards, postage and mailing.
3. Share updates on programs with Staff members as needed.
4. Recruit, train and supervise holiday program volunteers.
5. Ensure volunteer hours are recorded into volunteer database.
6. Summarize, report, and present the Holiday Program mid-year and year-end report to Executive Director.
7. Recruit new holiday program sponsors.

Volunteer Management Duties

Reports to: Director of Development

Job Status: Hourly, 3hrs/wk

Typically this position oversees the recruitment, orientation and retention of volunteers for Britepaths. However, through December 2020, our volunteer needs will be significantly scaled down. On a case-by-case basis, the successful candidate will work with the Program Managers and our Operations Administrator to identify any volunteer needs. He/she will consult with the Development Director and Communications Manager to strategize outreach efforts.

Responsibilities:

1. Works with staff to identify volunteer needs.
2. Assists with creating volunteer job descriptions and posting them to social media and on-line volunteer recruitment sites in coordination with the Communications Manager.
3. Coordinates with Communications Manager to promote volunteer opportunities, highlight volunteer activities/stories and recognize volunteers for outstanding work in print, via email and social media.
4. Works with Director of Development to identify outreach opportunities and cultivate groups to increase engagement.
5. Provides reports of volunteer hours/value of hours and tracks metrics to achieve recruitment goals.
6. Conducts orientations for Britepaths for new volunteers as needed.
7. Coordinates with staff on volunteer recognition, including small gifts or a recognition event.
8. Coordinates logistics of all mailings with Director of Development using the U.S. Postal Service's IMsb tool when appropriate.