



**POSITION TITLE:** Development & Communications Coordinator  
**PRIMARY SUPERVISOR:** Development & Communications Manager  
**DEPARTMENT:** Development  
**SUPERVISES:** N/A  
**STATUS:** Non-exempt

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**POSITION DESCRIPTION:** Under the supervision of the Development & Communications Manager this position serves as an integral member of the Development and Communications team to help build greater engagement between TVFS and its stakeholders.

A successful candidate will demonstrate an authentic concern for the children and families we serve, creativity in solving problems, and flexibility in managing tasks as well as deep interest in professional development. Strong opportunities to advance within the department for successful and motivated employees.

Will perform a variety of skilled duties directly related to development activities. These include maintaining donor databases, developing and sending mass mailings, coordination/placement of advertising, assisting and participating in special events, arranging for pick-up of donated items, acknowledging gifts and donations, developing effective working relationships with donors, volunteers, government and foundation representatives and others to nurture their connection to the organization. The position provides clerical and administrative support to the Development and Communications department. This position requires initiative, detail-oriented, and organizational skills, as well as the ability to work both independently and as a team.

#### **REQUIREMENTS & QUALIFICATIONS:**

##### **Education and Experience:**

- Bachelor's degree or equivalent level of experience
- Proven writing experience
- A minimum of 2 years of fundraising and/or communications experience, preferred but not required

##### **Qualifications:**

- Demonstrate a professional demeanor and positive attitude
- Strong organizational skills and the ability to manage competing priorities and small details
- Possess excellent writing and oral communication skills, and interpersonal skills
- A highly motivated self-starter that is able to work both independently and within a team
- Flexibility to handle competing priorities

- Knowledge of CRM (i.e., Raiser’s Edge, Giveeffect, Bloomerang, Salesforce), social media applications (Facebook, Instagram, twitter, LinkedIn), Hootsuite, graphic design application (i.e., Canva)

**Knowledge, Skills and Abilities:**

To perform the job successfully, an individual must demonstrate the following:

|                   |                                      |  |                     |
|-------------------|--------------------------------------|--|---------------------|
| Teamwork          | Problem solving & analytical ability | Quality Management                     | Motivational skills |
| Technical Skills  | Interpersonal Skills                 | Excellent oral & written communication | Takes initiative    |
| Business Acumen   | Time Management                      | Strong Ethics & Judgment               | Dependable          |
| Must be adaptable |                                      |  |                     |

**DUTIES & RESPONSIBILITIES:**

All of the responsibilities listed below are considered essential functions of this position. Additionally, this position is expected to ensure that the core operating values and the strategic direction of the agency are adhered to.

***Marketing/Communications:***

- Assisting with the tracking and implementation of all fundraising campaigns
- Create and organize social media posts, including original content and video.
- Lead the template design of email blasts and assist with content creation and calendar management.
- Researching and assisting with interviews of clients, families, staff, and volunteers for the creation of well-written, creative and heart-felt communication pieces for distribution;
- Create and keep accurate and updated client stories, photographs, and videos ready to develop newsletters and internal and external communication materials
- Liaison with 3rd party vendors in the creation of digital and print collateral materials
- Supporting the production of internal and external e-newsletters
- Maintain the agency website and make content changes as directed
- Maintain a schedule of events and observances: national, state, county and local
- Maintain the Communications Calendar and department tracking
- Collect and summarize social media data and analytics as well as website traffic and email click through rates

- Assists with the annual fund execution, to include periodic email campaigns, direct mail, donor renewals, monthly giving, and year-end fundraising, as well as other appropriate campaigns as they arise
- Support data entry, tracking, and management for gifts and donor profiles.
- Assist Grants Manager where needed, duties could include tracking, donation record keeping, scheduling support, mailing, and researching. Correspond with donors and other supporters via email, mail, and phone as assigned
- Help prepare meeting materials, including written briefings and analytical reports on fundraising.
- Work with the Development & Communications Manager and VP of Development and Communications, in the planning and execution of fundraising events
- Assist with the implementation and work on the ongoing upkeep of the donor & grant management database - Virtuous
- Help with scheduling for donor, foundation or corporate meetings as needed

#### **Additional Responsibilities Include:**

- Due to the nature of the workflow and level of responsibility this individual maintains a flexible schedule, which may go beyond a forty-hour workweek
- Travel as required to meet accountabilities
- Attend internal team meetings as assigned
- Participate in trainings/meetings, as mandated by agency/ supervisor

#### **Confidentiality and Privacy**

Adheres to all legal parameters for ensuring and maintaining clients' confidentiality including HIPAA, State and Federal laws.

*The statements contained herein describe the scope of the responsibility and essential functions of this position, but should not be considered to be an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other areas.*

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The Village Family Services (The Village/TVFS) is an internationally accredited, leading bilingual family wellness organization that provides culturally sensitive, trauma-informed mental health, homeless and foster care services to thousands of Los Angeles County's most vulnerable and underserved children, youth, and their families. We specialize in helping LGBTQ and transition age youth who are in crisis and are recognized for our community response for ending youth homelessness.

**To apply, please email resume along with cover letter to [hr@thevillagefs.org](mailto:hr@thevillagefs.org) with subject line Development & Communications Coordinator.**