

# **Santa Maria Hostel**

## **Chief Development and Communications Officer**

**Department:** Administration  
**Reports To:** Chief Executive Officer  
**FLSA Status:** Exempt  
**Prepared by:** Insperity (th)  
**Date:** 11/9/2020

**Position Summary:** The Chief Development Officer (CDO) is responsible for implementing all aspects of fundraising: including donor relations, special events, volunteer management, and PR/communications. This includes short- and long-term planning, marketing and financial management, and cultivating, soliciting and stewarding donors. The CDO also develops and maintains systems to support fundraising including volunteer and donor management, research, gift processing and recognition.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

### **1. Fundraising**

- a. In partnership with the CEO, establish measurable annual goals to increase fundraising year over year.
- b. Secure funding from individuals, foundations, and corporations. This includes grant writing.
- c. Hire, mentor, train, supervise and evaluate development team staff.
- d. Develop internal processes and systems to cultivate, solicit and steward donors.
- e. Plan and execute special events.
- f. Supervise data entry and maintenance to ensure timely donor acknowledgement and accurate reporting.
- g. Produce timely and accurate reports on charitable contributions and income and expense budgets, and assure sound fiscal operations of development department.
- h. Oversee volunteer management and community partnerships.
- i. Ensure compliance with all relevant regulations and laws, maintains accountability standards to donors and ensure compliance with code of ethical principles and standards of professional conduct for fundraising executives.
- j. Stay informed about best practices in the development profession, continually evaluating new and emerging ideas for potential implementation at Santa Maria.

### **2. Communications**

- a. Develop and implement an annual communication plan that aligns with the organization's vision, mission and strategic plan.
- b. Assist the organization in communicating its mission and services in a way that is impactful and resonates with the larger community and potential donors/partners.

### **3. Executive Leadership and Administration**

- a. Collaborate with the CEO, executive team and the Board of Directors to advance Santa Maria Hostel's mission and strategic objectives.
- b. Cultivate and sustain a strong partnership with the Board of Directors to leverage board expertise and connections to achieve Santa Maria's fundraising goals.
- c. Represent Santa Maria Hostel in advocacy activities and public events as needed, ensuring a positive image of the organization to its various constituents.
- d. Attend all Board meetings and provide reports to the CEO in advance.
- e. Promote organizational stability by creating a work environment that is rewarding to staff and volunteers.
- f. Upon legal review and where authorized by the CEO, the CDO may sign contracts or other instruments to be executed, except in those instances where approval of others or the signature of others is expressly required by the Articles of Incorporation, by the Bylaws, by any law of the State of Texas or by funding agencies.

**Qualifications:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions:

**Education/Experience:**

- Bachelor's degree from a four-year college or university.
- 5-7 years of fundraising experience with a proven track record of meeting and exceeding fundraising goals.
- Thorough understanding of fundraising, including best practices regarding donor cultivation, solicitation and stewardship.
- Experience managing and implementing a comprehensive development program.
- Strong understanding of donor data management, gift processing, and fundraising reporting.
- Able to work independently with minimal supervision.
- Proven ability to successfully manage staff.
- Exceptional verbal, written and presentation skills.
- Ability to problem solve and think ahead.
- Excellent organizational skills with the ability to effectively manage multiple tasks simultaneously.
- Proficient in Microsoft Office products.
- Certification in fundraising such as Certified Fund Raising Professional (CFRP) is preferred, but not necessary.

**Competencies:** To perform the job successfully, an individual should demonstrate the following:

**Communications** – Expresses ideas and thoughts verbally and in written form. Exhibit good listening and comprehension. Keep others adequately informed. Select and use appropriate communication methods.

**Conflict Resolution** – Encourages open communications. Confronts difficult situations. Maintains objectivity. Keeps emotions under control. Uses negotiation skills to resolve conflict.

**Customer Service** - Manage difficult or emotional customer situations; Respond promptly to customer needs; Solicit customer feedback to improve service; Respond to requests for service and assistance; Meet commitments.

**Dependability** - Follow instructions, respond to management direction; Take responsibility for own actions; Keep commitments; Commit to long hours of work when necessary to reach goals; Complete tasks on time or notifies appropriate person with an alternate plan.

**Ethics** – Treat people with respect; Inspire the trust of others; Work with integrity and ethically; Uphold organizational values.

**Problem Solving** - Identify and resolve problems in a timely manner; Gather and analyze information skillfully; Develop alternative solutions; Work well in group problem solving situations; Use reason even when dealing with emotional topics.

**Language Ability:**

Ability to read, analyze and interpret general scientific and technical journals and documents. Ability to follow technical procedures, or governmental regulations. Ability to effectively present information to groups such as CEO, Board of Directors, top management, public groups and clients.

**Math Ability:**

Ability to add, subtracts, multiply and divide in all units of measures, using whole numbers, common fractions and decimals.

**Reasoning Ability:**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only

limited standardization exists. Ability to interpret a variety of instructions finished in written, oral, diagram or schedule form.

**Computer Skills:**

Must have strong working knowledge of Microsoft Office (Word, Excel, Outlook and Internet Explorer). Previous fundraising software experience preferred.

**Supervisory Responsibilities:**

Volunteer Coordinator, Marketing Manager and other positions as assigned.

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this position, the employee is regularly required to sit and use hands to finger, handle and feel. The employee is frequently required to reach with hands and arms and talk or hear. The employee is occasionally required to stand, climb or balance, stoop, kneel, crouch or crawl. The employee must occasionally lift and/or move up to 50 pounds. Specific vision requirements include: close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus.

The position may require local travel and weekend/evening hours.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.

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**ACKNOWLEDGED: Supervisor / Manager Signature**

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**Date**

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**ACKNOWLEDGED: Employee Signature**

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**Date**

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**PRINT: Employee Name**

**How To Apply**

To submit an application for this position, please [apply here](#).