SAN FRANCISCO BOTANICAL GARDEN
DEVELOPMENT ASSOCIATE

Position Title: Development Associate
Full or Part Time: 100% FTE
Regular or Temporary: Regular
Exempt or Non-exempt: Non-exempt
Salary: Dependent on experience

MISSION
The mission of San Francisco Botanical Garden is to create, sustain and interpret a distinct, documented collection of Mediterranean, mild temperature and tropical cloud forest plants displayed in designed gardens and to provide a place of exceptional beauty and natural sanctuary. San Francisco Botanical Garden Society builds communities of support for the Garden and expands people's understanding and appreciation of plants.

ABOUT SAN FRANCISCO BOTANICAL GARDEN
San Francisco Botanical Garden is a well-loved community institution known for its stunning displays of more than 9,000 different kinds of plants from around the world. San Francisco’s unique Botanical Garden inspires visitors with the extraordinary diversity of rare and unusual plants that can be grown in coastal California. Through its programs and displays, the Garden cultivates the bond between people and plants and instills a deeper understanding of the necessity to conserve Earth’s biological diversity. As a public/private partnership between a community-based nonprofit organization and the San Francisco Recreation & Parks Department, and a beloved San Francisco institution, we are committed to transparency, cultural diversity, inclusion, and environmentally responsible practices. Last year, the Garden welcomed nearly 450,000 visitors and 13,000 children for educational programs.

POSITION SUMMARY
Under the supervision of the Development Operations and Database Manager, the Development Associate will execute all gift and member processing and acknowledgements, assist with development and Garden-wide events, and offer administrative support to the development team of the San Francisco Botanical Garden. The Development Associate will join a development department totaling five team members who support over 3,500 member households. The development team is responsible for generating $2 million in contributed operating revenue annually, in addition to current and upcoming capital improvement campaigns. The development team currently produces two large fundraising events – Garden Feast and Flower Piano at Night Fundraiser, in addition to 8-10 donor cultivation events throughout the year.
ESSENTIAL FUNCTIONS

GIFT & DATA PROCESSING (65%)

- Gift Management
  - Perform all PatronManager gift entry
  - Provide donors with membership cards or acknowledgment letters
- Financial Administration:
  - Scan checks and necessary gift back-up and create reports to share with Finance
  - Conduct regular (monthly) reconciliations with Finance to ensure consistency of gift information in the donor database and financial accounting system
- Membership:
  - Send monthly membership renewal emails
  - Provide vendor with monthly membership hard mail information
- Donor Record Management and Processing
  - Ensure that constituent records are accurate and complete
  - Perform and own Database tasks such as data cleanup, simple reporting, and event tracking
  - Maintain hard copy and electronic donor records
  - Manage effective processes for timely and accurate gift collection, acknowledgment, receipting, designation notifications, pledge reminders, donor recognition, and file management
  - Ensure compliance with donor privacy policies

DEVELOPMENT EVENTS (20%)

- Assist development team with approximately 10-12 development events per year, including but not limited to:
  - Creating nametags and check-in lists
  - Purchasing food or ordering catering
  - Event invitation mailing assistance
  - Permit management
  - Assisting with set-up and clean-up
  - Maintaining guest lists and any pre- and post-event tracking
- Execute tracking systems and ensure timely and accurate processing, reporting and constituent records management covering all relevant elements, including but not limited to:
  - RSVPs, ticket sales, event sponsorships, seating, auction and fund-a-need participation
- Provide day-of, pre- and post-event guest experience management and support as determined in collaboration with the Development Operations and Database Manager and other gift officers as needed

GARDEN EVENT SUPPORT (10%)

- Shepherd ABC alcohol permit process for select Garden events
- Serve as on call and backup staff for Garden events

ADMINISTRATIVE SUPPORT (5%)

- Fulfill outside nonprofit donation requests to the Garden
- Maintain development collateral including inventory, printing, and ordering as necessary
• Support the administrative needs of the gift officers, including, but not limited to preparing correspondence and assembling mailings
• Consider and implement improvements in systems and processes in collaboration with other team members

EXPERIENCE AND QUALIFICATIONS

• Experience and demonstrated success:
  o Organizing a complex workload, maintaining several projects of equal priority at one time and sustaining productivity and accuracy under pressure
  o Working with relational databases (familiarity with PatronManager or Salesforce and constituent relationship management systems a plus); intermediate to advanced proficiency with Microsoft Office Suite and Adobe Creative Suite
  o Working in a small department where hands-on participation is required
  o Providing administrative support in a professional office setting, such as managing calendars, files and phone inquiries, setting up meetings, and tracking information
  o Engaging with donors, clients and/or customers as well as the general public
  o Producing, editing and proofreading print and online materials for external as well as internal use
  o Collaborating across the organization and with outside contractors, vendors and partners to achieve desired outcomes
  o Solving problems creatively and strategically, taking initiative and working independently while also knowing when to seek guidance and information from supervisors and colleagues

• Experience a plus in the following areas:
  o Working in fundraising, marketing, communications or a similar field in a nonprofit setting
  o Gaining and applying basic knowledge of fundraising principles, techniques and ethics
  o Engaging with donors, volunteers and board members, and supporting fundraising, cultivation and stewardship events and other activities
  o Performing equivalent responsibilities in a nonprofit organization of similar size and significance, ideally a cultural institution

• Excellent written and oral communication skills
• Bachelor’s degree

PERSONAL QUALITIES AND ATTRIBUTES

• Highly detail-oriented while also able to understand the big picture and broad institutional objectives
• Exercises initiative to identify and solve problems with drive, flexibility and creativity, while knowing when to seek guidance
• Resourceful – able to solve problems with efficiency and build upon challenges
• Able to work well under pressure and adapt easily to changing situations and priorities; exercises good judgment and stays focused on overarching goals
• Able to interact in an effective, tactful and professional manner internally, externally and with the public at large; responds graciously and promptly to the needs and requests of others
• Dedicated to achieving organizational success; willing to pitch in and go the extra mile when needed
• Genuinely enjoys engaging donors and the fundraising process; warm, approachable and comfortable interacting with high-level donors, civic and cultural leaders; highly responsive to all donors without regard to their giving levels
• Passion for gardens or the natural world and for bringing those experiences to the public; high commitment to learning about the Garden
• Exemplifies highest standards of integrity, professionalism, discretion, excellence and accountability; demonstrates emotional intelligence and self-awareness; inspires confidence and trust; welcomes feedback
• Highly collaborative; a team player who helps motivate and organize staff and volunteers; appreciates impact of his/her work on colleagues and the Garden’s success

ADDITIONAL EXPECTATIONS
• Able to work nights and weekends as required for meetings, events, and deadlines
• Must be able to engage in a range of physical activity, including standing or sitting at a desk or computer and walking (sometimes on uneven surfaces) for extended periods of time. Must be able to climb a flight of stairs and lift/carry up to 25 pounds

HOW TO APPLY
Please submit resume and cover letter outlining background, experience, interest and salary requirements via email to jobs@sfbg.org. No phone calls please. San Francisco Botanical Garden is an Equal Opportunity Employer and welcomes applications from individuals who will contribute to its diversity.

The San Francisco Botanical Garden is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.