



Moving Forward Together



SENIOR DIRECTOR OF ADVANCEMENT SERVICES

OPPORTUNITY PROFILE



WE BELIEVE IN A COMMUNITY WHERE EVERYONE HAS THE OPPORTUNITY TO THRIVE



Jewish Family Service of San Diego is a client-centered, impact-driven organization working to build a stronger, healthier, more resilient San Diego. Founded in 1918, we are one of San Diego's most impactful non-profit human services agencies. Last year, we served more than 39,500 clients, including over 17,000 asylum seekers. Most recently, JFS has greatly expanded its scope of services with the budget growing from 35m to anticipated 50m+ in 2021. Further, for thirteen years JFS is has been in the top 1% of Charity Navigator ranking for nonprofits nationwide.

Our broad network of staff (300+ staff), volunteers, supporters, and community partners are committed to the pursuit of one shared goal: helping individuals and families in San Diego *Move Forward*.



OUR PURPOSE

Jewish Family Service partners with people of all backgrounds to build stable and dignified lives. Together, we create a stronger and healthier community where everyone can thrive.





LOCATION

The incumbent will work from the JFS Campus located in San Diego, California.

What Others Say about working at Jewish Family Service

“...We are nimble, able to pivot quickly to take advantage of unexpected opportunities...”

“...For 13 straight years we have earned Charity Navigators highest rating—only 1% of charities nationwide receive that...”

“...The Senior Director will be highly curious, using data and intuition to identify prospects and raising the flag of new donors; they will be both quantitative and qualitative in their thinking about prospects...”

“...they will be well-acquainted with Blackbaud/Raisers Edge; unfortunately, our database has been neglected...”

“...An ability to push back appropriately balanced with following marching orders is an important attribute of JFS...”

“...It is extremely gratifying to work with like-minded people who genuinely care about the people we serve; we honestly get to be a part of saving lives...”

“...We provide people a way out of their desperate challenges...”

“It is extremely gratifying to work with like-minded people who genuinely care about the people we serve; we honestly get to be a part of saving lives...”

“...We consistently feel affirmed, supported, that our voices are heard and valued; leadership genuinely want our ideas...”

“...Kea values our input and has already turned us into a close-knit and collaborative team; she wants to hear our questions, suggestions around processes...”

“...This is a new position so the person will need to be creative to build out the job description; we know it will take some time—they will have support along with accountability...”

“...The team as whole is incredibly bright, passionate with a growth mindset—our human capital is our strength...”

“...The Chiefs (CEO, CDO, etc.) welcome ideas and pushback—there is great support...”

“...As a work environment, JFS is a friendly, warm and inviting place to serve...”

“...We are good with change, not stuck...”

“...I love how we work cross-departmentally—there are not silos...”

“...The mission of JFS is central to all of us; it feels good to serve—we see the small part we play in helping people find long-term changes...”

“...It is frustrating to not have access to our robust database; it is definitely not being used to its fullest extent...”



“...We find a reason to laugh and play; we like being together...”

“...We are excellence based; though sometimes we are stretched to the limit, we continue to grow year after year—even during the pandemic...”

“...We have a sterling reputation in the community and nationwide; funders, clients, donors and the community at large feel safe with us...”

“...Our data is not clean; we need policies and procedures in place to both clean it up and to best use it going forward...”

“...We are a decisive and have autonomy; we ask people to make well-reasoned decisions...”

“...We are a dedicated bunch—many of us volunteer as well as work here.”

“We are a confident group—able to deal well with constructive criticism especially if it helps drive change...”

“...We are a feedback rich culture—this person will need to be comfortable in that type of environment...”

“...this is a hands-on role that will touch every department; the candidate will have a staff but must be willing to embrace rolling up his or her sleeves to do the hard work; leaders at all levels get their hands dirty—it’s part of our culture...”





Moving Forward *Together*



POSITION OVERVIEW

The Senior Director of Advancement Services is an integral member of Jewish Family Service's dynamic Advancement Team, which works to raise the funds needed to meet the needs of more than 40,000 clients who receive life-changing services from JFS each year. JFS is committed to helping individuals and families of all faiths and demographics in crisis move forward, while developing innovative strategies to break cycles of poverty and strengthen the San Diego community. JFS provides critical food assistance, meal delivery, support for seniors, safe spaces for people living out of their vehicles, employment services and counseling. View [Our Services](#) on the JFS website.

The Senior Director of Advancement Services reports to Kea Spurrier, Chief Development Officer and is responsible for supporting the Advancement division including Development, Institutional Giving and Marketing. Duties include improving the donor and funder experience, increasing efficiency, and implementing best practices for advancement services. Areas of oversight include gift processing; data integrity and integration, database management, prospect research, moves management oversight, and other related functions. The Senior Director serves as the bridge 50,000 constituents and their cultivation. This position is an important component of JFS' development efforts by leading the donor wealth research, segmentation, planning and tracking the implementation of recommended donor engagement activities. The Senior Director establishes strategic direction, creates processes to utilize data information and provides leadership for prospecting activities, principal gift development, and divisional analytics and reporting. This position translates departmental vision into meaningful and effective responses and philanthropic results.

The Senior Director supervises a growing advancement support staff including a database manager, prospect researcher, and two development associates. The Senior Director is responsible for developing development strategies in collaboration with individual and planned gift officers, grant proposal writers, program Senior Directors and leadership.

MAJOR DUTIES & RESPONSIBILITIES

- Manage and improve the gift processing and reporting functions for Advancement.
- Oversee efforts related to the maintenance, management, tracking, reporting, KPI's, use and analysis of data in Blackbaud's Raiser's Edge database and Raiser's Edge NXT.
- Improve and enhance practices around data integrity, to ensure adherence to best practices.
- Provide leadership for advancement technology and systems integration with fundraising platforms.
- Maintain effective communications with leadership and staff.
- Supervise Database Manager and Two Database Associates.
- Must be able to understand models to analyze wealth characteristics and propensity to give as well as the ability to coach others within the organization about the value and use of prospect analytics.
- Advanced ability to analyze donor databases, provide exceptional reporting and work to improve the database for organizational needs

IDEAL QUALIFICATIONS AND EDUCATION

- Degree or equivalent experience is required, and MA or equivalent experience is a plus.
- Experience with prospect research and identification, donor research, wealth and giving capacity assessment, data mining and predictive modeling, prospect relationship management, and campaign planning support.
- 8+ years increasing leadership responsibilities in a fundraising, development environment ideally including experience in nonprofit prospect management, research, data analytics and extracting data from social media.
- Demonstrated knowledge of prospect research in the nonprofit sector.
- Past success leading in a collaborative team environment across functional department lines.
- Expertise in relational databases and in analyzing, modifying, implementing, and evaluating advancement programs and practices.
- Demonstrated knowledge of gift processing and administration, with a focus on outstanding customer service.
- Knowledge of applicable laws, regulations, rules and best practices in fundraising and philanthropy.
- Experience implementing proactive methodologies to identify and qualify donor prospects with knowledge of current prospect research technology and databases.
- Demonstrated experience conducting portfolio and pipeline analysis, assessing fundraising performance and managing prospect ratings.
- A strong leader/manager who is a self-starter, pays attention to details and follows through.
- The ability to manage several projects simultaneously in a fast-paced environment.
- Strong sense of fundraising ethics and respect for confidentiality of donor information.
- Familiar with major gifts, institutional giving, planned giving, direct response, and digital platforms.
- Ability to analyze and present data for measuring results.
- Microsoft Office products proficiency and experience with Raiser's Edge.
- Demonstrated record of initiative, problem solving, and adaptability
- Highly motivated, self-starter with the ability to multi-task and set priorities
- JFS serves all demographics, the successful candidate can subscribe (or not) to any faith tradition, though an effort to understand and be sensitive to Jewish cultural norms may be helpful.
- Excellent interpersonal, written, and oral communications skills.

The Search Process

If you know someone who has an interest and meets the requirements described in this profile, please feel free to suggest that person for consideration and/or forward this information to them. They can send their resume to the contact below. Suggested names will be treated discreetly, and candidates should be assured that their inquiries will be treated with the utmost confidentiality.

Our client is an equal opportunity employer and does not discriminate on the basis of race, age, religion, color, sex, national origin, familial status, veteran status, cognitive or physical disability.

Ardent Search Company fully respects the need for confidentiality of information supplied by interested parties and assures them that their backgrounds and interests will not be discussed with anyone, including our client without their prior consent, nor will reference contacts be made until mutual interest has been established.

For further information on this position, please contact:

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