



Job: External Relations Coordinator
Work Location: Long Beach, CA (up to 20% remote)
Status: Full-time, Hourly
Salary Range: \$18-\$23/hour DOE

Organizational Background

Founded in 1958, Jewish Family and Children's Service Long Beach/West Orange County (JFCS) empowers people to make positive changes through professional and affordable counseling and provides families in crisis with a safety net of supportive services. JFCS serves a multi-ethnic mix of clients across all religious, cultural and economic backgrounds, throughout the human life span.

Overview of Responsibilities

This exciting new position will support the Chief Executive Officer (CEO) and Director of Development (DoD) toward fundraising, communications, community engagement and board relations success. The External Relations Coordinator will be a critical hub linking senior staff with external stakeholders such as donors, event participants, board or committee members, institutional funders and the general public. This position will also be responsible for maintaining the donor management system (CRM) to document and acknowledge donations, record donor engagement activities and report progress on fundraising goals and metrics. The Coordinator will assist the CEO and DoD with administrative duties and special projects and also help coordinate events and organizational communications across multiple platforms.

CEO and Governance Support

- Help to coordinate Board and various committee meetings of the CEO through scheduling and notification, agenda preparation, report and other information gathering, and packet and minutes distribution.
- Act as liaison to the individual Board members and committee chairs.
- Manage calendar of CEO; schedule, confirm times and meeting locations, and prepare materials to be reviewed. Coordinate with staff, board members and Community & Fundraising Engagement Committee (CFE) on CEO or DoD donor stewardship, outreach, speaking or partnership opportunities.
- Assist the CEO or Board President with special projects including research, reports, and presentations for the board, committees, community partners or funders.
- Respond to external phone, email or website queries.

Fundraising and Donor Relations

- Record donations on a timely basis in the donor CRM and generate thank you letters or other acknowledgments by close of every week.
- Achieve proficiency in donor CRM. Regularly manage updates to CRM and emailing lists to ensure all contacts and records are updated. Design and run reports in CRM for DoD, CEO or CFE Committee as needed. Train staff and volunteers on CRM or event platforms as needed.
- Meet and greet donors and visitors for on-site meetings or site visits.
- Research potential prospects and add information as it is gathered from various sources to constituent database (e.g. CEO or DoD or donor meeting notes).
- Support the CFE and event committees by generating and distributing action-oriented meeting notes and follow up on tasks as needed.
- Assist the DoD with writing, designing and producing appeal campaigns, invitations and other

mass mailings, printed marketing materials, newsletters, or e-communications.

- Work closely with the DoD to leverage the power of social media, internet presence, and technology use for fundraising or agency messaging.

Special Events

- Work with DoD in establishing and adhering to event budgets. Manage event invoices and payments.
- Coordinate vendors and help acquire, train, and manage volunteers.
- Assist with event planning and preparation, set up, implementation, and clean up.
- Assist with processing of incoming revenue and online data (RSVPs, ticket sales, and donations).
- Coordinate the database and registration platform for Race With A View or other events. Troubleshoot staff or donor IT issues.
- Help design and implement social media and digital marketing campaigns to promote events.

Position Requirements:

- Associate or bachelor's degree in Marketing, Journalism, Social Sciences, Languages, Communications, or other related fields. Combination of education and equivalent work experience may be considered.
- 2+ years of experience in fundraising, special events, donor communication, project management, or executive support.
- Valid CA Driver's License with access to reliable transportation
- Strong technical skills including experience with CRM or other donor databases. Microsoft Office and Sharepoint user with ability to create excel workbooks, and PowerPoint presentations.
- Expertise in social media platforms such as Facebook, LinkedIn, Youtube and Instagram.

Skills and Abilities of Ideal Candidate:

- Proven stakeholder management skills, demonstrating ability to establish rapport with all levels of staff, board members, funders, donors and volunteers. Ability to find common ground and gain collaboration amongst management, colleagues, and board members. Able to influence outcomes or persuade stakeholders in a respectful manner.
- Ability to create comprehensive and meaningful reports to provide executive level insight into development activities and progress toward goals.
- Ability to use sound judgement and discretion regarding confidential information.
- Excellent organizational skills with the ability to prioritize a workload and multi-task while maintaining strict attention to detail
- Strong communication skills, both verbally and written; comfortable facilitating meetings and speaking to volunteer groups when needed; ability to find humor and peace even during stressful times.
- Basic design abilities and experience with Publisher or InDesign.
- Strong work ethic that gives you an internal drive to exceed goals.

To apply please send a cover letter highlighting your interest, qualifications and salary expectations along with a resume to jobs@jfcslongbeach.org

JFCS is committed to providing an environment of mutual respect where equal employment opportunities are available to all applicants and teammates without regard to race, color, religion, sex, pregnancy, lactation, national origin, age, physical and mental disability, marital status, sexual orientation, gender identity or expression, and veteran status. JFCS seeks to recruit, develop and retain the most talented people and believes that diversity and inclusion among our teammates is critical to our success in serving our local communities.