



2-1-1 San Diego  
**Development Director**  
Last Updated May 24, 2017

Real people. Real connections. Real help.

That's what employees of 2-1-1 San Diego provide every single day. Apply today to join an organization focused on providing in-depth support by connecting people of San Diego and Imperial Counties to services intended to create a community that does not just survive, but THRIVES.

2-1-1 San Diego's mission is to help people by connecting them efficiently to the service delivery system, and by providing vital trend information for community planning. To meet this mission, we seek talented team members who exhibit the values that we hold dear and who complement our company culture.

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**The Values We Live By**

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| 1. Deliver WOW Through Service               | 6. Build Open and Honest Relationships With Communication |
| 2. Embrace and Drive Change - Evolve         | 7. Do More With Less                                      |
| 3. Create Fun and A Little Weirdness         | 8. Build a Positive Team and Family Spirit                |
| 4. Be Adventurous, Creative, and Open-Minded | 9. Be Passionate and Determined                           |
| 5. Pursue Growth and Learning                | 10. Be Humble   |

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**About 2-1-1 San Diego**

2-1-1 San Diego understands the needs of the community and believes that all people deserve to live healthy, happy and thriving lives. Through more than 400,000 annual connections with clients, 2-1-1 serves the entire population of San Diego and Imperial counties as the region's primary connection to more than 6,000 community, health and disaster services, and provides connections to services 24-hours a day and in more than 200 languages and dialects.

By dialing 2-1-1, clients are linked to a live highly-trained Community Connector who helps the client navigate their situation using assessment and motivational interviewing to match them to the best and closest resource in their community and empower them to take the next step.

During a disaster, 2-1-1 serves as the region's disaster information line, connecting callers to community and support services, providing public information to the community, rumor control and trend analysis to public safety officials, reporting community needs, relieving the burden on 9-1-1 operators, and serving as the central communications point for other agencies and organizations.

For our nonprofits, community-based agencies and governmental entities, 2-1-1 can alleviate administrative burden and reduce costs associated with managing information and referral services, allowing affiliated organizations to focus on serving, rather than finding clients. In addition, 2-1-1 is a trusted data provider to help local government, business and nonprofit leaders make informed funding and planning decisions.

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**Position Objective**

The Development Director is responsible for all philanthropic development efforts for 2-1-1 San Diego. Reporting to the Executive Vice President, the Development Director will have the freedom to create an innovative strategy to transform 2-1-1's approach to grow its base of individual supporters, corporate and foundation relationships. The Director will work in partnership with the senior leadership of 2-1-1 to implement a dynamic and creative fundraising strategy.

## Essential Results

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The Development Director is a leader in the organization and responsible for ensuring that 2-1-1's reputation for exceptional service, strong partnerships and "can-do" attitude are promoted widely to existing partners and new potential funders throughout the nation. This person will also work in partnership with other key leaders and with all staff in the organization to achieve the following:

### Lead Development and Donor Relations Initiatives:

- In conjunction with key leaders at 2-1-1, develop a fundraising plan to materially increase philanthropic support to 2-1-1 to meet agency strategic goals
- In partnership with 2-1-1 leadership build and maintain relationships with new and existing partners, donors, and sponsors
- In conjunction with 2-1-1 senior leadership maintain and develop new relationships with major donors by implementing individualized strategies to engage donors and to support fundraising goals
- Conduct prospect / donor research
- Coordinate processes for introducing the right 2-1-1 leadership to donor prospects
- Lead and implement donor cultivation and recognition plans
- Track development activities and donor relationships within a CRM system that enables 2-1-1 to effectively and efficiently manage donor relationships.
- Research, recommend and manage digital engagement tools

## Qualifications & Requirements

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- Bachelor's degree required; Master's degree and CFRE Credential highly desirable.
- At least 10 years of fundraising experience with a strong record of accomplishments, preferably on a national or statewide level.
- Successful experience and history in all stages of the development cycle, including prospect identification, research, cultivation, solicitation and stewardship.
- Innovative self-starter.
- Results driven and accountable to meeting goals.
- Strong interpersonal skills and ability to build and maintain positive and supportive relationships with people both internally and externally, with the confidence to work successfully with a variety of individuals and personalities.
- Demonstrated ability to strategically navigate sensitive and urgent matters with professionalism, due diligence, and situational and emotional intelligence; and in the case of lack of knowledge or understanding, the accountability to ask for assistance.
- Strong work ethic; willing to do what is necessary to meet agency development goals.
- Ability to spend time in the most efficient manner while paying attention to detail and accuracy.
- Ability to balance and prioritize multiple task, projects and needs.
- Proven team player with ability to collaborate and engage with internal and external stakeholders.

## Position Details

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Status: Exempt, Full-Time

Department: Administration

Reports To: Executive Vice President

Work Schedule: Full-time exempt position; flexibility is required due to nature of business. Schedule may be changed as needed, to include weekends and holidays. **Required to be responsive and available for shifts for as much as 12 hours in length during declared emergencies to perform duties as directed by the Emergency Manager.**

Apply via email: Submit a cover letter and resume to Paul Van Dolah at [pvandolah@earthlink.net](mailto:pvandolah@earthlink.net).