



<b>JOB TITLE:</b>	<b>Development Associate I</b>
<b>SALARY:</b>	\$57,810 – 63,000 (27.79 – 30.39)
<b>BENEFITS:</b>	Full benefits medical, dental, life and vision insurance
<b>REPORTS TO:</b>	COO

## POSITION INFORMATION

**POSITION PURPOSE:** The Development Associate is responsible for supporting the Delhi Center mission by generating critical revenue while identifying and establishing key partnerships that support our Empower360 initiative. The position oversees the facility use program that serves to share our space with the community, nonprofit and corporate partners, and other entities that have an interest in renting or leasing available space at the Delhi Center.

## PRIMARY RESPONSIBILITIES

The position involves four main components; sales, marketing, contract execution, and developing relationships that empower the Delhi community. The role requires diligent attention to detail, contract execution and management, exceptional customer service, and a strong working knowledge of our Empower360 initiative.

### Sales & Marketing:

- Acts as an ambassador and liaison for the center's rental program and interfaces with representatives from public and private organizations and private parties for rental promotion, planning, and approval.
- Attends resource fairs, and other opportunities to promote rental programs.
- Ensures the agency's website is current with rental information and pricing and informs the appropriate staff to make changes promptly.
- Provides site tours to prospective renters and promotes the features of each space while establishing and maintaining outstanding client relationships and standards of customer service for rental customers.
- Identify gaps in rental bookings and work with CEO and Communications coordinator to maximize facility usage.

### Mission Advancement:

- Analyze prospective renters as partners in advancing our Empower360 initiative. If client rental objectives contribute to an Empower360 domain, establish coordination with Care Management team to connect clients and community members.
- Understand and contribute to CalAIM billing opportunities in order to advance education and prevention services in the Delhi community.
- With the CEO, develop partner cultivation strategies.

### Rental Coordination:

- Coordinates with the CEO to develop new charitable purpose rental groups and actively promotes rental opportunities to such groups.
- Manages, negotiates, and contracts all non-profit and private rentals for Delhi Center and manages all rental changes, cancellations, and rescheduling needs of customers in compliance with rules and regulations.
- Provides each renter a clear and thorough review of the contract terms and rules and regulations.
- Maintains and updates Fee Schedule and Rules and Regulations as needed.
- Ensures that all renters verify required compliance documentation, including contracted security guards, vendor insurance, alcohol license, etc., and secures and maintains evidence of such.
- Ensures Security Guard Vendor List is up to date with current contact information and proper licensing and insurance verification on file.
- Maintains client database and establishes a monthly reporting system to keep the CEO informed of rental demographics, revenue, issues and concerns, rental classification, and other pertinent data.
- Prepares and maintains an updated master shared calendar for all rentals and communicates with center staff on changes, special circumstances, and other issues that may arise.
- Assists accounting by providing the contracts promptly for invoicing, assists with managing the collection of due payments, coding, and processing of all deposits and rental fees.

- Coordinates with bookkeeping staff to process refunds of security deposits, charge non-compliance and damage fees, and track revenue by renter category.
- Assists renters to finalize their plans for room set-up and coordinates with the Associate Director to ensure that adequate maintenance staff is scheduled for room set-up and for handling any issues before, during, and after each rental.
- Provide information for all requests concerning facility rental within a 24-hour turn-around.
- Ensure AV equipment is operational and reports to the Chief Operating Officer of any equipment repairs or replacements needed to accommodate rentals of the ballroom.
- Conducts post-event surveys and testimonials to assist the marketing department's efforts.
- Assists CEO to develop and implement continuous improvement processes for increased revenue and improved customer service, including customer satisfaction surveys, "Yelp" review and response, etc.
- Must work one day during the weekend during events for assessments, surveys, and identifying areas of improvement.
- Other duties as assigned

#### **Key Performance Results**

- Maintain or exceed annual rental/lease income of at least \$500k in Year 1, with an increase of at least 5% annually.
- Identify 2 key corporate partners and work with CEO to cultivate these relationships, annually.
- Identify and cultivate a minimum of 6 partners to advance Delhi Center's Empower360 initiative, annually.

#### **QUALIFICATIONS**

- **At least 3 years of Sales or equivalent experience**
- Education and experience equivalent to graduation from high school.
- Experience with serving the public and ability to deal professionally with customers of all ages and backgrounds.
- Proficiency in computer applications, including excel, word, and outlook, and knowledge of database programs and management.
- Well-presented and businesslike with excellent communication, planning, and organizational skills and attention to detail.
- Ability to manage various tasks at one time and meet deadlines
- **Self-driven, results-oriented, with a positive outlook, and a clear focus on customer service.**
- Mature, credible, and comfortable in dealing with representatives from non-profit organizations, private businesses, government agencies, schools, and private parties of all ages and backgrounds.
- **Bilingual English-Spanish required.**
- **Must be willing and able to work irregular hours**, including weekends, holidays, and evenings, on an occasional basis, as a condition of employment.

#### **APPLICATION PROCESS**

**This position is open until filled. Please submit a cover letter and resume to Patrisia Gonzalez at Delhi Center, 505 E. Central Ave., Santa Ana, CA 92707 or via email at [patrisia@delhicenter.org](mailto:patrisia@delhicenter.org). For more information, please call Patrisia at 714-481-9625.**

#### **Delhi Center is an Equal Opportunity Employer.**

All qualified applicants will receive consideration for employment without regard to ethnic group identification, race, religion, ancestry, color, creed, sex, marital status, national origin, age (over 40), sexual orientation, medical condition, or physical or mental disability.