

Director of Donor Services

JOB SUMMARY

The Director of Donor Services works to enhance this community's charitable resources in a manner consistent with the mission of the Community Foundation (CFCV). This position is responsible for working with the President/CEO in the asset development and promotional efforts of the organization. A primary focus is meeting the needs of new and existing donors and fund representatives, including ensuring that their work is in accordance with established legal and operational best practices of the field and developing "raging philanthropists." The position also includes broadening the CFCV's services to its donor community by identifying and developing new ways to serve.

By connecting new and existing contributors to the work of the CFCV, the Director of Donor Services plays an important role in growing philanthropic resources for our community. Generating charitable opportunities among these constituents requires a highly motivated and reliable professional who possesses excellent communication and organizational skills.

PRINCIPAL DUTIES AND RESPONSIBILITIES

- Assist the President/CEO in marketing the services of the CFCV to 1) increase assets under management and 2) improve services to existing donors
- Develop and manage programs to build relationships with current and potential donors
- Receive, interpret, implement, communicate and document donor wishes, plans and actions, including drafting fund agreements and amendments. Work with appropriate other staff to carry them out
- Oversee the CFCV's donation receipt procedures, ensuring high levels of industry and legal standards, donor satisfaction and operational accuracy
- Coordinate orientation for each new fund representative. Develop, execute and report results of periodic donor satisfaction survey
- Assume primary responsibility for donor-related data maintenance in the Foundation Information Management System (FIMS)
- Use and increase knowledge of gift planning and tax strategies for donors
- Perform research on legal and operational issues as necessary
- Work with the other members of the CFCV staff to maximize donor care, workflow efficiency and workplace happiness
- Represent the CFCV at community, donor, philanthropic and professional advisor functions as needed

QUALIFICATIONS AND SKILLS

- Minimum: Bachelor's degree; advanced degree a plus. At least five years of professional experience in development, legal, or financial services field; preferably consisting of cultivating, soliciting, and stewarding clients. Nonprofit experience a plus.
- Professional record for providing client services while adhering to very high standards of service excellence, responsiveness, and integrity.
- Demonstrated high level of initiative and responsibility to manage a variety of projects from start to a successful and timely conclusion. Must possess the ability to manage and coordinate multiple projects simultaneously. Other key traits include being well organized, self-motivated, and flexible in adjusting to changing circumstances.
- Proven ability to effectively interact with existing and prospective donors, community leaders, professional advisors, and representatives from non-profit organizations.
- Must exercise discretion with highly sensitive and confidential information and demonstrate good judgment in working with a diverse donor and prospect population.
- The ability to take a proactive role in team efforts, promote cooperation and collaboration between team members and encourage open communication in multidisciplinary teams.
- Superior verbal and written communication skills and the ability to present effectively to small and large audiences.
- Proficiency with MS Office and ability to learn proprietary community foundation software.
- Knowledge of and commitment to the Chattahoochee Valley and its nonprofit sector a plus.

ADDITIONAL INFORMATION

The Director of Donor Services reports to the President/CEO and is an FLSA exempt position.

The above statements are intended to describe the nature and level of work to be performed by the person in this position. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of the job.

TO APPLY

Applications will be accepted until position is filled. Send cover letter and resume detailing experience. No phone calls or visits, please.

By email: jobs@cfcv.com

By Mail: Community Foundation
Director of Donor Services Search
1340 13th Street / Columbus, GA
31901-2345

It is the policy of the CFCV to provide equal employment opportunity to all employees and applicants, regardless of an individual's race, color, national or ethnic origin, age, gender, religion, medical condition, veteran status, marital status, sexual orientation or any other characteristic protected by law.