



Donor Services Director Job Description

Position Summary: The Donor Services Director is responsible for building positive relationships with donors and fund advisors by providing exceptional donor service as well as interesting philanthropic education and donor engagement opportunities. They manage our advised and legacy fund grant program, creating a high quality experience for fund advisors while positively impacting our community. Working in coordination with communications and program staff, they promote funding successes and donor generosity.

Qualifications:

- Bachelor's Degree with a minimum of three years of professional work experience
- Strong customer service orientation and experience
- Excellent communications skills; both oral and written
- Excellent organizational and computer skills
- Experience with donor relations, philanthropy, and charitable giving; preferred

Responsibilities:

Donor Services & Advised Fund Grantmaking

- Ensure a smooth transition for new donors from fund creation to an ongoing, positive relationship with the community foundation and provide fund advisors with professional support services, enhancing their philanthropic experience
- Manage all aspects of fund administration and grantmaking for Advised, Legacy and various Fiscal Sponsorship Funds, including leading giving committees, developing grant agreements, and tracking grant reports, outcomes, and all relevant data
- Build donor relationships by maintaining consistent donor communication through quarterly fund statements, printed materials, electronic communications, donor meetings, phone calls, mailings, and other methods
- In collaboration with program staff, maintain a broad knowledge of the local nonprofit community, including community foundation initiatives, and use this knowledge to build and maintain relationships with donors and fund advisors and positively impact grantmaking efforts
- Manage the website donor portal, including local funding opportunities, and promote its use by fund advisors
- Participate as a member of donor-initiated fundraising committees as the community foundation representative to ensure adherence to all legal requirements
- Assist CEO with fund development
- Maintain and manage clear and accurate donor services operations documents and procedures, including creating best practices guidelines and standards



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Donor Engagement and Philanthropic Education

- Develop methods for engaging donors in community philanthropy using knowledge of community needs & local non-profit organizations
- Create and provide philanthropic education opportunities for donors, fund advisors, professional advisors, and community members
- In partnership with communications and program staff, develop donor/fund advisor outreach, communications and appeals related to unrestricted fundraising for the Community Fund and other initiatives

Administrative Responsibilities

- Manage donation processing; including tax letters, check logs, and bank deposits
- Accurately maintain the accounting database and manage lists for mailings and events
- Accurately maintain electronic mail database (Mail Chimp)
- Manage office administrative tasks such as office equipment supplies & maintenance and maintaining & ordering stationary, postage and office supplies
- In coordination with program staff, welcome and greet office guests; field incoming calls, answer questions and provide back-up for meeting room use
- Assist in non-profit fund distribution processing and printing of grant, distribution and A/P checks, as needed

Communications & Committee Responsibilities

- In partnership with communications staff, promote the positive impact of advised and legacy fund grants and provide appropriate donor recognition
- Serve as an active member of the Community Impact Committee
- In coordination with the Community Impact Committee, complete periodic donor/fund advisor surveys and incorporate findings into donor services and philanthropic education programs as well as inform overall organizational strategies
- Report to the Board of Directors on the status and impact of advised and legacy fund grantmaking as well as donor education and engagement programs

Other Related Duties

- Participate in events and meetings, as necessary; may include nights and weekends
- Foster positive public awareness, understanding and support of the Parasol Tahoe Community Foundation
- Other duties as assigned by supervisor



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Skills, Knowledge and Attributes:

- Professional experience with donor or family office support services and comfortable working with high-net-worth individuals
- Strong interpersonal, relationship building skills
- Excellent customer service skills
- Ability to handle sensitive information with discretion
- Proficient computer skills in PC/Windows operating environment; Microsoft Office suite, accounting database management (Foundant/CSuite), Mail Chimp, Adobe Acrobat Pro
- Detail oriented with attention to accuracy
- A self-starter that functions well both independently and as part of a team
- A passion for philanthropy and community involvement
- Community foundation experience, preferred

Position Details:

- Full Time, Exempt
- Salary based on experience
- Responsible to CEO

How to Apply:

The Parasol Tahoe Community Foundation is an equal opportunity employer. Position will be open until filled. Qualified candidates are requested to submit cover letter and resume to: careers@parasol.org