



Job Title: Director of Donor Services
FLSA Status: Full time; Non-Exempt
Date: September 2024
Reports to: Vice President of Development & Philanthropic Services
Salary Grade: 12

ORGANIZATIONAL MISSION

To enhance the quality of life for our citizens now and for future generations by building community endowments, meeting needs through grantmaking, providing leadership, and promoting collaboration on community issues.

PRIMARY PURPOSE OF JOB

The Director of Donor Services is responsible for maintaining and nurturing relationships with donors in alignment with Community Foundation of the Ozarks' mission, vision and values.

ESSENTIAL FUNCTIONS AND PERFORMANCE AREAS - *Other duties may be assigned*

- Work with the Vice President of Development & Philanthropic Services to manage and carry out development strategies and activities, particularly a donor relations/retention strategy.
- Develop and maintain close working relationships with existing donors to provide strong and effective customer service and increase donor investment.
- Assist donors in achieving their philanthropic goals by helping facilitate their giving by providing services to enhance the impact of their current and legacy giving.
- Manage request for proposal process for corporate and donor advised funds.
- Plan and execute educational programming for donors and related parties.
- Promote best practices in annual, major, and planned giving programs to meet development goals.
- Manage grants for donor advised funds as related to the development department working with the Grants Management Assistant.
- Manage Legacy Society program including but not limited to education, events, appreciation, tracking, etc.
- Assist with CommunitySuite database and Fund Manager, the CFO's online fund portal, as it relates to donor advised funds.
- Write and distribute donor advisor e-newsletter in partnership with the communications department of the CFO.
- Partner with the affiliate and community impact departments of the CFO as needed for donor-related initiatives.
- Manage the CFO employee charitable fund program, including quarterly matching gifts.
- Help create and manage foundation events related to the development department.
- Perform other duties and responsibilities, as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

- Demonstrated understanding of philanthropy related to non-profit organizations.
- Knowledge of philanthropy, fundraising, and trends in the field.
- Understanding of community/regional issues.
- Ability to build strong partnerships with others.
- Ability to work with a diverse group of people and demonstrate a consistent, professional demeanor.

- Ability to use good judgment and decision-making skills.
- Ability to pay close attention to detail.
- Willingness and ability to prospect, cultivate, and produce funds/donors.
- Strong verbal communication skills and demonstrated ability to write clearly and persuasively; strong interpersonal skills.
- Strong organizational skills and excellent time management skills.
- Ability to organize and prioritize multiple projects/tasks.
- Proficient with Microsoft Office Suite including Word, Excel, and Outlook; proficiency working with databases.
- Willingness and ability to travel throughout the region as needed.
- Willingness and ability to work flexible hours including some nights and weekends as necessary.

CFO CORE VALUES AND COMPETENCIES

Integrity: *Stewardship you can trust.*

Respect: *Relationships matter.*

Leadership: *Collaboration creates solutions.*

Vision: *Our focus is forever.*

Building Trust – *Interacting with others in a way that gives them confidence in one’s intentions and those of the organization.*

Constituent Focus – *Ensuring that the constituent perspective is the driving force behind organizational decisions and activities; crafting and implementing service practices that meet constituent’s needs.*

DEVELOPMENT DEPARTMENT CORE COMPETENCIES

Adaptability - *We maintain effectiveness when experiencing changes in work responsibilities or environment; adjusting effectively to work within new work structures and processes.*

Building Partnerships – *We identify opportunities and take action to build quality relationships between our grant and scholarship recipients, our donors, and our colleagues to ensure quality programming.*

Planning and Organizing – *We establish a course of action for self and others to ensure that work is completed efficiently. We develop timelines and maintain order in program processes and ensure we reach our milestones.*

Contributing to Team Success – *Actively participating as a member of a team to move the team toward the completion of goals.*

EDUCATION, TRAINING AND EXPERIENCE REQUIREMENTS

- High school diploma or equivalent GED required.
- Bachelor's degree in development, marketing, communications, business or other relevant field or equivalent professional experience preferred.
- Prior experience in customer service/relations preferred.

- Must possess a valid driver’s license and have a good driving record.

PHYSICAL CONTEXT AND WORK ENVIRONMENT

Physical Requirements	Percentage of Work Time Spent on Activity			
	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to see to read documents/reports and use computer.				X
Hearing: Must be able to hear well enough to communicate with staff, donors, vendors, and general public.				X
Sitting: Must be able to sit for long periods of time.			X	
Standing/Walking: Must be able to move about the work area.		X		
Climbing/Stooping/Kneeling: Must be able to stoop or kneel to pick up items off the floor.	X			
Lifting/Pulling/Pushing: Must be able to lift 20 pounds with or without reasonable assistance.	X			
Grasping/Feeling: Must be able to type, handle documents, and use equipment and electronic devices.				X
Travel/Drive: Must be able to drive/travel to other locations.	X			

WORKING CONDITIONS

The work environment is usually a well-lighted, environmentally controlled indoor environment with moderate level of noise. Work hours are generally Monday through Friday 8 to 5 with an hour lunch. This position may be eligible for remote work as agreed upon with supervisor in accordance with organization policies. Some regional travel may be required. Attend meetings and events, as needed, in the evenings.

The statements herein are intended to describe the general nature and level of work being performed, but are not to be seen as a complete list of responsibilities, duties, and skills required of personnel so classified. Also, they do not establish a contract for employment and are subject to change at the discretion of the employer.

Employee Signature

Date