



**Job Title:** Donor Services Coordinator  
**FLSA Status:** Part-time, 20 hours/week;  
Non-Exempt  
**Date:** January 2025  
**Reports to:** Director of Donor Services  
**Salary Grade:** 9

---

## **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 Donor Services Coordinator is responsible for supporting 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***

- Support the Vice President of Development & Philanthropic Services and Director of Donor Services in implementing donor relations and retention strategies.
- Provide responsive and personalized customer service to donors, assisting them in achieving their philanthropic goals.
- Assist with the coordination and execution of donor education programs and events.
- Process and manage donor-advised fund grant requests, working collaboratively with the Grants Management Assistant.
- Coordinate and schedule annual fund reviews and donor meetings to ensure consistent engagement and support for donor goals.
- Communicate with donors regarding the spendable balances in their funds and provide guidance on maximizing the impact of their giving.
- Collaborate with the Director of Donor Services to facilitate the request for proposal processes for corporate and donor-advised funds.
- Prepare and manage in-kind gift acknowledgment letters as needed, ensuring timely and accurate documentation.
- Support the Legacy Society program, including tracking, correspondence, and assisting with events or appreciation activities.
- Maintain accurate donor records and assist in data entry, reporting, and tracking in the CommunitySuite database and Fund Manager portal.
- Contribute to donor communication efforts, such as newsletters, event invitations, or other correspondence, in partnership with the Communications Department.
- Collaborate with Affiliate and Community Impact departments to support donor-related initiatives.
- Provide logistical and administrative support for foundation events related to donor services.

## **KNOWLEDGE, SKILLS, AND ABILITIES**

- Knowledge of philanthropy, donor relations, and nonprofit operations.
- Ability to work with a diverse group of people and demonstrate a consistent, professional demeanor.
- Excellent verbal and written communication skills, including the ability to create clear, engaging and professional correspondence.
- Proficiency with Microsoft Office Suite (Word, Excel, Outlook) and familiarity with database management systems.
- Ability to pay close attention to detail.
- Strong organizational skills and excellent time management skills.

- Ability to prioritize multiple tasks and meet deadlines.
- Ability to demonstrate good judgement and maintain professionalism in all interactions.
- Willingness to occasionally work flexible hours including evenings or weekends, as needed.

**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.
- Previous experience in donor relations, customer service or a related field 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%
<b>Seeing:</b> Must be able to see to read documents/reports and use computer.				X
<b>Hearing:</b> Must be able to hear well enough to communicate with staff, donors, vendors, and general public.				X
<b>Sitting:</b> Must be able to sit for long periods of time.			X	
<b>Standing/Walking:</b> Must be able to move about the work area.		X		
<b>Climbing/Stooping/Kneeling:</b> Must be able to stoop or kneel	X			

to pick up items off the floor.				
<b>Lifting/Pulling/Pushing:</b> Must be able to lift 20 pounds with or without reasonable assistance.	X			
<b>Grasping/Feeling:</b> Must be able to type, handle documents, and use equipment and electronic devices.				X
<b>Travel/Drive:</b> Must be able to drive/travel to other locations.	X			

## WORKING CONDITIONS

This position will be based at the CFO's Springfield office, with flexibility for remote work as needed. The work environment is usually a well-lighted, environmentally controlled indoor environment with moderate levels of noise.

*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