



## **Donor Services Manager**

### **Job Description**

#### **Charlottesville Area Community Foundation**

The Charlottesville Area Community Foundation (CACF) is a thriving community grantmaker—“an engine for positive change”—committed to improving the quality of life for people in Charlottesville, Virginia and seven contiguous counties. Established in 1967, the Foundation has begun its second 50 years with a strategy representing two distinct but mutually supportive goals: Continue the excellent support of the donor-advised funds while leveraging the power of collaborative investment with donors, nonprofits and the community at large to address the region’s most pressing challenges.

#### **Donor Services Manager**

The Donor Services Manager reports to the Director of Donor Engagement, and leads on servicing CACF’s donor advised, committee advised, and scholarship funds. In line with overall donor relations strategies, s/he realizes opportunities to engage donors and advisors, and to leverage fund resources, in support of programs and activities organized by CACF, or in the wider community. S/he ensures that fund operations are in compliance with applicable laws and regulations, and achieve best practice standards.

Specific responsibilities include:

- Managing relationships to CACF’s fund portfolio, providing advice and superior service as needed to donors, advisors and committee members
- Developing strong relationships with existing donors and advisors to support the donor’s philanthropic goals
- Identify, engage and steward donors to increase visibility and support for Foundation priorities.
- Working with fund holders to manage their grant programs. This includes the Nelson County Community, Louisa County Community, Orange County Education and Prana Funds, among others.



- Establishing new fund accounts with donors
- Monitoring the overall activity of existing funds, responding to inquiries from fund holders including timely action for contribution and distribution requests
- Maintain accurate records of all contacts with current and prospective donors
- Attending internal and external meetings and CACF events as required
- Performs other duties related to resource development as needed
- After-hours and weekend work may be required

This job description has been designed to indicate the general nature and level of the work and may not list all duties.

**Person specification:**

The Donor Services Manager is a 'people-person' with a strong 'customer service' orientation and an ability to make people feel at ease. S/he will be a friendly, active listener who is eager to get to know people from various backgrounds. S/he will convey a high degree of commitment and passion for mission of the CACF and will possess strong oral and written communication skills. Knowledgeable about charitable giving options, fund management, and about community issues and trends across the Foundation's service area is preferred. S/he will address a wide range of questions and provide guidance to help donors fulfill their philanthropic goals and interests. Five years or more of experience working in a professional environment.

*The Community Foundation is an equal employment opportunity employer. All employment decisions are based on merit and business needs, not on race, color, citizenship status, national origin, ancestry, gender, sexual orientation, age, weight, religion, creed, physical or mental disability, marital status, veteran status, political affiliation, or any other factor protected by law.*

**How to apply:** Qualified applicants should submit a resume, a cover letter describing candidate qualifications and relevant experience, and three (3) professional references with contact information to: Nareen Scott at [nscott@cacfonline.org](mailto:nscott@cacfonline.org). Please send as one document. Application deadline is May 28, 2018.