



Donor Relations Officer

Overview

The Community Foundation of Western North Carolina (CFWNC), founded in 1978, is a public charity with a mission to inspire philanthropy and mobilize resources to enrich lives and communities in the eighteen counties of Western North Carolina, including the Qualla Boundary. CFWNC manages charitable funds for individuals, businesses and charitable organizations, and makes grants toward the region's pressing needs and promising opportunities.

Position Description

The Donor Relations Officer provides frontline customer service and support to new and existing fundholders. This position reports to the Senior Donor Relations Officer. This is an in-person position and successful candidates will live in or relocate to Western North Carolina.

Responsibilities

Donor Relations

- Build authentic relationships with donors by understanding their philanthropic interests.
- Manage donor co-investment process in CFWNC's various grant programs.
- Use database to design user-friendly reports.
- Create and adhere to project timelines.
- Assist donors with grantmaking as needed and ensure grants from donor advised funds align with the Foundation's guidelines.
- Collaborate with Program Department to share grant progress reports and coordinate site visits.
- Collaborate with Development staff on various aspects of new and current fundholder relations and coordinated outreach and donor communications.
- Support relationship managers via customized reporting and communications.
- Work with Donor Relations team to plan, coordinate and execute donor events and communications.
- Manage tracking and outreach for donor advised fund inactivity.
- Occasional attendance at events outside of normal working hours of 9am – 5pm.
- Other duties as assigned.

Technology

- Co-manage backend of Online Fund Portal platform, assist users, troubleshoot to resolve issues, and ensure documentation is up to date.
- Serve on Community Suite (CFWNC database) team.

- Work with IT Director and Donor Relations team to research donor stewardship technologies.

Desired Experience, Skills and Knowledge

- College degree or equivalent required.
- Three or more years of office-based administrative work experience.
- Process oriented and data driven.
- Relational and analytical skills.
- Excellent Microsoft Office skills.
- Relational (CRM) database experience required.
- Project management skills preferred.
- Familiar with email marketing platforms.
- Excellent written and verbal communication skills; strong customer service skills.
- High energy; positivity; ability to anticipate needs; proactive work style; ability to complete assignments independently, professionally, efficiently and in a timely manner.
- Collaborate successfully with all staff members.
- Ability to research and compile information.
- Capable of reprioritizing tasks and embracing new responsibilities.
- Maintain confidentiality regarding Foundation matters.
- Commitment to the Foundation's goals and mission.

Physical Requirements

Ability to lift and carry objects of at least 15 pounds and up to 50 pounds in weight, occasionally lifting overhead. Ability to drive an automobile for up to three consecutive hours at a time. Job duties require approximately 85% sitting/typing, and 15% standing/walking. Physical requirements will vary depending upon the specific duties to be accomplished.

Compensation

Starting salary range for this position is \$70,000 to \$75,000. Compensation will be commensurate with skill level and experience with an annual performance and salary review. Foundation employees participate in a Paid Time Off accrual system initially equivalent to 25 days off per year, plus nine additional paid holidays, volunteer time off and paid parental/family leave. CFWNC offers participation in group health, dental, vision, life insurance and retirement plans to eligible employees. Work location is primarily at CFWNC's office; however, staff may work remotely up to four days a month.

Application Information

We encourage applications from people with diverse experience and backgrounds. CFWNC is an equal-opportunity employer. Employment opportunities at the Foundation are available to qualified applicants without regard to race, religion, creed, color, sex, age, national origin, disability, height, weight, veteran's status, sexual orientation, gender identity or marital status. All CFWNC employees are subject to a criminal background check; a criminal record is not an automatic barrier to employment and will be reviewed on a case-by-case basis.

Interested individuals should send a cover letter and a current resume to Julie Klipp, COO, CFWNC via info@cfwnc.org by Friday, October 10th. Interviews are expected to begin the week of October 20th.