

Position Title: Donor Engagement Manager

Reports to: Director of Community Impact and Donor Engagement

Position Description: The Community Foundation is looking for an outgoing self-starter who can partner with the President/CEO and staff in growing the organization. The person must be able to develop relationships and have a demonstrated ability to work with diverse groups, as well as sound interpersonal skills such as listening and discerning opinions, suggestions, and recommendations of others quickly and easily. The Donor Engagement Manager must bring a strong sense of accomplishment, be intentional and diligent in completing tasks, and possess a strong sense of integrity. The Donor Engagement Manager is responsible for developing and strengthening long term relationships with key donors, prospects, and fund advisors, including one-on-one consultations, creating year-round engagement strategies to retain and attract new donors and increase overall engagement, and strategically adding value to the Foundation donor experience. This position will support development, donor services efforts, and donor advised grantmaking.

Position Summary -- This is a full-time position with a salary range of \$45,000-55,000 depending on education and experience. Medical, dental and vision benefits, SIMPLE IRA retirement match, paid vacation, holidays, and sick leave.

Specific responsibilities may include:

Scholarship Management

- Provide support in all aspects of scholarship administration life cycle from the application through the award processes including, but not limited to communicating with individual scholarship committees, announcing scholarship availability, reviewing, and processing of scholarship applications and supporting documentation, ensuring timely distribution of awards and payments, ensuring compliance to all state and federal requirements.
- Implements efficient practices to ensure that Scholarship Selection Committee members, donors, and Authorized Representatives have a positive experience recommending scholars who are the best fit for the scholarship funds' criteria.
- Ensures that efficient practices are used so that reviewers and applicants have a positive experience.
- Assists with recruiting Scholarship Selection Committee members and assists with training and orientation. Trouble-shoots when Scholarship Selection Committee members have difficulty with technology to complete their assigned reviews.
- Liaisons with educational institutions and other entities to garner additional applications and/or to create greater impact through scholarships.
- Communicate effectively and with timeliness to scholarship recipients, scholarship committees, scholarship representatives, and related parties.
- Provide administrative support for internal scholarship selection committee as needed.
- Monitors amount available for scholarships versus amount awarded and ensures that overspending does not occur.
- Certifies that due diligence has been performed on all scholars.
- Addresses inquiries from scholarship fund donors, Authorized Representatives, and scholars.
- Provide student/fund impact stories for marketing efforts.

Donor Advised Fund Management

- Actively manage and maintain ongoing relationships with fund holders to help them continue to fulfill their philanthropic goals through the Community Foundation
- Continue to educate donors and bring them together with others who support the same causes.
- Cultivate donors by producing specialized correspondence, preparing letters of acknowledgment, scheduling and attending in-person visits with the intent to retain or upgrade gifts when possible.
- Manages special campaigns and projects, as assigned, including but not limited to Endow Maryland Tax Credit Program, Women's Giving Circle, and fiscal sponsorships.
- Create, design, and manage special events to generate donor interest and solicit contributions. Coordinate all aspects of event including event program, location, invitation list, budget, etc.
- Works with staff to identify opportunities for donor participation in grantmaking activities.
- Maintains current understanding of community needs, nonprofit services, and other CFWC initiatives to effectively communicate challenges and opportunities to donors.

Database and Records Management

- Learn and become proficient with fund software.
- Support the Director of Community Impact and Donor Engagement with the administration of gifts and maintenance of donor records in compliance with the Foundation's processes and systems, including tracking donor contacts and interests, recognizing donors through recognition/ stewardship programs, maintaining accurate fund files, notifying families of memorial gifts, and ensuring that appropriate persons receive reports and communications.
- Generate queries, reports, exports, and any other data as requested.
- Maintain security and quality controls.

Personal Attributes:

High energy and very detail oriented with strong interpersonal skills. Good written and verbal communicator. Ideal candidate will be a "team player," creative, innovative and enjoy working with people and nonprofit organizations. Candidate should have strong organizational skills, proven experience in a multi-tasking environment, solid knowledge of office-related software (knowledge of Microsoft Word, Excel) and equipment, and excellent communication skills.

Job requires the typical physical demands associated with office work and customer relations. Ability to travel to and effectively participate in meetings with current and potential donors, civic leaders, representatives from other nonprofit organizations, and the community at large.

Education and/or Experience:

Bachelor's degree preferred, or Associate's degree with work experience. Prior experience within the area of community outreach, business or nonprofit development, communications or human services preferred.

TO APPLY:

Please send cover letter and resume to Stacey Crawford (President/CEO) at cfwc@cfwcmd.org or by mail at 37 S. Potomac St. Hagerstown, MD 21740.

Materials should be received no later than Friday, June 30, 2023 at 4:00pm

