

Position title: **Donor Services Manager**  
Reports to: Vice President Donor Relations & Strategic Communications

The Donor Services Manager works closely with the Vice President of Donor Relations & Strategic Communications to assist and support donors in achieving their goals and objectives, while developing the Greater Green Bay Community Foundation's (GGBCF) fund portfolio. This position works across all departments to assist in the development, execution, documentation, measurement, and continuous improvement of GGBCF's stewardship processes in accordance with national standards and best practices in philanthropy.

### **Principle Duties and Responsibilities**

#### **Donor Services and Program Support:**

1. Ensure current and prospective donors experience high-quality interactions which foster long-term relationships, engagement, and investments.
2. Provide donor support by opening, modifying, and closing funds as required.
3. Provide accurate, appropriate, and timely responses to donor inquiries.
4. Accurately capture and document within CRM system and files, as appropriate: donor intent, values, areas of interest, communication preferences, strategic relationships, and other pertinent information.
5. Utilize GGBCF's value proposition, charitable-giving expertise, and community knowledge to educate and engage donors around their impact goals.
6. Provide administrative department support including maintaining organized filing system of paper and electronic documents.
7. Maintains donor stewardship calendar.
8. Prepare impact and measurement reports according to stewardship schedule.
9. Assist in the development and continuous improvement of donor stewardship processes.
10. Maintain strict confidentiality related to donor activities, intent, and goals.

#### **Co-investment:**

1. Work collaboratively across teams to assist in the timing, communication, execution, and support of co-investment opportunities with donors.
2. Create and distribute co-investment content while documenting activities as required by Foundation teams.
3. Perform donor outreach based on predetermined areas of interests and in adherence with communication preferences.
4. Align co-investment opportunities with priorities, when appropriate.
5. Prepare co-investment impact and measurement reports according to stewardship schedule.

### **Dormant Funds:**

1. Work collaboratively across teams to identify, prioritize, and engage donors in activating dormant funds.
2. Execute communication strategies based on dormant fund processes.
3. Prepare dormant fund measurement reports according to stewardship schedule.

### **Work Relationship and Scope:**

Reports to the Vice President of Donor Relations & Strategic Communications. Works with staff, volunteers, board committees, donors, nonprofits, and service providers to support donors and provide services to deepen the connection with the Foundation and create impact in the community.

### **Measures of Performance:**

Ability to meet performance measures and organizational goals as agreed upon with of the VP of Donor Relations and Strategic Communications. Evaluation by the VP on performance, including effective communications, projects, and task goals along with the development of good working relationships with donors, community partners, and staff.

### **Knowledge, Skills and Abilities Required:**

- Four-Year degree, technical degree, or related relationship and service experience.
- 3-5 years related work experience.
- Excellent relationship building, listening, verbal, and written communication skills.
- Process oriented with experience establishing systems and structures.
- Critical thinker, interested in research and data analysis to solve problems creativity.
- Demonstrates strong organizational and project management skills.
- Ability to work independently and comfortable in team environments with diverse groups of people.
- Knowledge of databases, Microsoft Office Suite, web-based email, survey, and content editing tools.
- Knowledge of nonprofit community is a plus.

### **Our commitment:**

Central to our purpose as a community foundation, we are committed to fostering an inclusive environment of diverse thought, perspectives, and individuals.

### **Work conditions:**

Work is performed largely in the city of Green Bay; however, the Foundation supports Brown, Oconto, and Kewaunee counties. Meetings are held county- and state-wide.  
May involve some travel to other states for conferences.

### **Compensation:**

This is a full-time, exempt position. Salary range is between \$50,000-\$60,000 based on experience with a flexible benefits plan.

### **To apply:**

Please submit resume and cover letter to Annie Dart [anniedart@ggbcf.org](mailto:anniedart@ggbcf.org) by April 29, 2022.