



## Flourish with us!

We're hiring a Donor Services Manager to join our team of dedicated professionals with a passion for philanthropy, advancing well-being for all and creating vibrant communities in the Fox Valley region of Wisconsin where together, everyone flourishes.

### OUR MISSION

*Strengthening our community for current and future generations  
by helping people make a difference in the lives of all.*

We fulfill our mission by creating legacies of giving through the management of charitable funds created by generous individuals, families and organizations. These funds generate grant dollars that are awarded to nonprofit organizations addressing ever changing community needs, primarily in Calumet, Outagamie, Shawano, Waupaca and the Neenah/Menasha area of Winnebago counties and beyond.

The Community Foundation's history and growth reflects the caring, generous spirit of our region. Since our inception 36 years ago that started with \$5,000 and the vision of our founder, Walter L. Rugland, grants to nonprofit organizations from the charitable funds with the Foundation now total \$388 million. We've grown to become the second largest certified community foundation in Wisconsin and among the top 10% nationwide.

*[cfoffoxvalley.org](http://cfoffoxvalley.org)*

### OUR VALUES

Responsibilities and expectations of this and all positions with the Community Foundation align with these core values, which are woven into our new strategic vision, activities of our TLC (Teaming, Learning, Culture) Committee and everything we do in service of our mission:

- **Respect** – We treat each person and organization with dignity and esteem and as a partner in our shared goal to improve individual and community well-being.
- **Integrity** – We steward resources responsibly, make thoughtful and transparent decisions, and keep our promises and commitments.
- **Teamwork** – We engage in fulfilling our mission together in a culture of abundance where our skills, talents, and other resources foster the outcomes none of us could produce alone.
- **Stewardship** – We show gratitude for the gifts and trust we are given, fulfilling our commitments with humble care and service.
- **Diversity, Equity, Inclusion and Antiracism** – We foster a culture where all are valued, feel they belong and can contribute to our mission. We invite diverse participation in our work, remove barriers to opportunity, and strive toward fair and inclusive access to resources and the opportunity for all of the Fox Valley region's people and communities to achieve their full potential.

### KEY RESPONSIBILITIES

This position encompasses donor services and gift planning responsibilities:

- Manage a portfolio of various fund types as assigned with a goal of furthering the donors' and/or fund advisors' charitable giving.
- Manage and strengthen relationships with fund contacts, Foundation's supporting organizations, and geographic affiliate funds to include excellent, timely, and efficient service to boards, committees, and families.

- Prepare all appropriate correspondence and documentation relating to donor intent and goals, including notes, addendums and updated fund agreements, articulating necessary revisions and aligning with donors’/fund advisors’ intentions.
- Encourage donors’ continued involvement in giving through the Foundation by discussing legacy plans and responding to cues that signal opportunity for an estate provision, additional contribution(s) or new fund(s).
- Manage the Foundation’s relationships with grant committees and granting programs for assigned funds and serve as contact for grant inquiries and grant processes.

## **REQUIREMENTS**

- Bachelor’s degree (or equivalent work experience) is preferred. In addition, five years of experience in philanthropic services, development, nonprofit, foundation or similar environment; experience with budgeting and working with boards and/or committees required; background in development, community relations or sales/customer-service preferred.
- Knowledge of outright and planned gift fundamentals and financial/legal aspects of charitable giving.
- Experience working with CRM software systems and relational databases, such as Foundant or Blackbaud.
- Excellent written and verbal communication skills and in speaking with people.
- Exceptional customer service skills.
- Critical thinking skills and the emotional intelligence to work with our donors, board and committee members.
- Proficient use of Office 365, including Word, Excel, Outlook, PowerPoint, Teams, and virtual meeting platforms such as Zoom.
- Effective time management to handle multiple concurrent projects and deadlines.
- Able to handle sensitive and confidential information and maintain a high level of confidentiality.
- Experience working in a hybrid virtual/in office work environment.

## **LOCATION, PAY RATE AND START DATE**

Our team is currently working in a flexible, hybrid work approach at our newly expanded and renovated office at 4455 W. Lawrence St. Appleton, WI.

This is a full-time benefits eligible position. We offer a competitive pay rate commensurate with experience, flexible work schedule and generous benefits including: paid time off and volunteer hours, multiple types of insurance, 401(k), Employee Assistance Program, professional development, and YMCA membership contribution. A start date no later than April 2023 is preferred.

## **HOW TO APPLY**

Submit your resume and cover letter to [careers@cffoxvalley.org](mailto:careers@cffoxvalley.org). **Please use the following email subject line: Donor Services Manager Position.**