



Job Title

Donor Relations Associate

Reports to

Donor Relations Coordinator, Database Specialist

FSLA Status

Non-exempt

Hours

Full time

Date

August 2017

Summary

Austin Community Foundation fosters an ecosystem of philanthropy to create meaningful change in Austin. We do so by providing efficient and effective giving tools for donors, strategic grants for nonprofits and local impact investment options and through collaborative leadership around the most pressing needs in our community.

The primary role of this position is to process incoming gifts and donor acknowledgements, maintain accurate and organized records, as well as to provide administrative support for the Donor Relations department to ensure ACF provides the highest level of donor services to fundholders and donors.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Incoming Gift Processing

- Process incoming gifts from various sources (check, credit card, direct deposit, Modern Giving, employee giving, and Square) with accuracy on a daily basis.
- Process automatic bank draft contributions on a monthly basis.
- Generate, review and send gift acknowledgements with accuracy at least three times per week.
- Maintain organized electronic and hard-copy gift deposit backup files.
- Communicate proactively with Special Projects Manager and Coordinator regarding incoming event sponsorships and scholarship fund contributions.
- Work closely with Programs team members to accurately process incoming gifts and sponsorships for Hispanic Impact Fund and Women’s Fund.
- Establish and maintain payment plans for recurring direct deposit and credit card donors.
- Support finance team in monthly reconciliation as needed.

Donor Relations Department Support

- Provide the following ongoing support for specific Donor Relations Team members:
 - Donor Relations Coordinator, Database Specialist: Support database maintenance, updates, and corrections as well as the administration of online tools and applications.

- Donor Relations Coordinator, Event Specialist: Support with meeting set-up, front desk, and administrative tasks.
- Special Projects Coordinator: Maintain cross-training on accounts payable processing and Kimbia (creation of custom forms and reporting).
- Provide general administrative support to Vice President, Donor Relations and Portfolio Managers. This support function includes but is not limited to:
 - Onboarding for new funds including processing and mailing welcome packets, creating electronic and paper files, updating database and coordinating with Portfolio Manager on welcome communications.
 - Updating hard copy and database records as needed.
 - Processing and mailing quarterly fund statements.
 - Completing a wide variety of other tasks on an 'as needed' basis.

This job description is intended to be general and is expected to evolve over time. The description will be reviewed periodically and is planned to be updated one year after placement.

Key Skills and Requirements

- Associate's degree or equivalent from two-year college or technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience.
- Commitment to providing excellent customer service.
- Technical proficiency, ability to research and implement new technology tools to increase efficiency.
- Effective problem solving skills essential.
- Ability to handle multiple tasks simultaneously and meet designated deadlines.
- Possess a high degree of accuracy and attention to detail. Excellent organizational and workload prioritizing skills.
- Excellent verbal and written communication skills. Ability to write clearly with proper grammar, spelling and punctuation.
- Ability to work effectively as part of a team and work independently with modest supervision. Willingness to support other team members in order to support high volume periods and manage workflow.
- Capacity to work effectively and congenially with a wide range of volunteers, donors and community leaders at all levels of community engagement.
- Flexibility to work during regular business hours and occasionally evenings and other times as required.
- Proven ability to operate in a confidential way dealing with highly sensitive organizational, personal, financial and legal information.

Computer Skills

Proficient in Microsoft Office products, electronic data management, and internet software. FIMS experience a plus.

Certificates, Licenses, Registrations

None required.

Supervisory Responsibilities

None.

Work Environment

Normal office environment, occasionally fast paced, with a moderate noise level.

Workplace benefits:

Collaborative team environment

Opportunity to make Central Texas a better place for everyone

Paid time off

Medical, dental and vision insurance

Retirement plan with employer match

Basic life insurance and AD&D

To apply for this position, please submit your resume and cover letter to kmccrary@austincf.org. No phone calls, please. **Deadline: 5:00 pm on Wednesday, September 13, 2017.**

Austin Community Foundation is committed to equal-employment principles, and we recognize the value of committed employees who feel they are being treated in an equitable and professional manner. We strive to find ways to attract, develop, and retain the talent needed to meet business objectives, and to recruit and employ highly qualified individuals representing the diverse communities in which we live.