

Job title

Donor Relations Coordinator

Department

Donor Relations

Reports to

Donor Relations Officer

Supervises

Volunteers, interns

FLSA status

Non-exempt

Hours

Full time

Date

September 2019

Job summary

The Donor Relations Coordinator oversees the administration of the Foundation's scholarship program and provides support for the Donor Relations team. This role contributes to the effectiveness of the organization by supporting the optimization of the Foundation's services and funds while providing ongoing high quality service to donors, fundholders and other community stakeholders.

Essential duties and responsibilities include the following. Other duties may be assigned.

Donor Relations Support

- Support Donor Relations Officers by delivering services that are consistent with the Council on Foundations' National Standards and align with ACF's best-in-class service model to fundholders. This includes responding to fundholder inquiries and requests and providing administrative support to team members.
- Maintain records relating to funds, fund representatives, and related stakeholders. Ensure data is accurate and changes are tracked accordingly in the Foundation's systems.
- Coordinate with Operations and Finance teams to ensure effective and efficient communication and systems are maintained.
- Handle confidential information in a discrete and professional manner.

Donor Relations Project Support

- Support the Foundation's ongoing effort to analyze and optimize systems and procedures. Evaluate department processes to ensure effectiveness and optimize use of software, tools and systems. Ensure processes are documented and updated regularly.
- Support the Foundation's strategic effort to optimize donor engagement, products, and services. Provide administrative and project coordination support to the Donor Relations team. This includes but is not limited to coordinating project timelines, documenting project activity, scheduling, researching and compiling data from both internal and external sources, preparing materials and information for efficient decision making, and communicating outcomes with appropriate constituents.

- Stay informed of industry best practices and propose process improvements as applicable.

Scholarship Administration

- Serve as the primary point of contact for scholarship fundholders and other program stakeholders. Effectively communicate with a wide variety of audiences including donors, fund representatives, committee members, students, families, school counselors and college financial aid offices about scholarship applications, deadlines and other inquiries.
- Maintain and apply basic understanding of IRS regulations as they relate to scholarship fund administration (including but not limited to criteria, selection committees, and charitable donations as well as corporate and supporting organization scholarship funds).
- Oversee the Foundation's scholarship application, selection and award process. Provide ongoing technical support to applicants, reviewers and colleges. Coordinate scholarship selection committees and oversee their compliance with IRS regulations. Process scholarship awards.

This job description is intended to be general, is expected to evolve over time, and will be reviewed periodically and updated as needed.

Job requirements and qualifications

Experience

1-3 years of experience in nonprofit sector is required.

Education

Bachelor's degree is preferred.

Training requirements (licenses, programs or certificates)

None required.

Other knowledge, skills and abilities

- Commitment to providing excellent customer service.
- Technical proficiency, ability to research and implement new technology tools to increase efficiency. Integral to the job is learning, utilizing and mastering technology solutions that support special project and scholarship funds.
- 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 on evenings and other times as required by meeting and activity schedule.

- Proven ability to operate in a confidential way dealing with highly sensitive organizational, personal, financial and legal information.
- Proficient in Microsoft Office products, electronic data management, and internet software. FIMS and AcademicWorks experience a plus.

Work environment and other information

- Work in clean, pleasant, comfortable office setting.
- Minimal travel required.
- Attendance required at occasional after-hours or evening events.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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: 9:00 am on Thursday, September 26, 2019.**

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.