



Job title Donor Service Specialist	Department Donor Relations
Reports to Operations and IT Manager	Supervises N/A
FLSA status Non-exempt	Hours Full time
Date August 2021	

Austin Community Foundation is the catalyst for generosity in Austin. The Foundation brings together philanthropists, dollars and ideas to shape Austin’s future. As a trusted local partner, ACF stewards approximately \$350 million in assets in more than 1,300 charitable funds. The work and leadership of Austin Community Foundation is focused on closing the opportunity gap through advancing economic security and affordable housing, pooled resources and data-driven grantmaking. Since its creation in 1977, the Foundation has granted more than \$400 million to nonprofits across Central Texas and beyond.

The Foundation’s physical office closed in March 2020 due to the COVID-19 pandemic. Employees currently work remotely as office reopening plans are established.

Job summary

The Donor Service Specialist plays an integral role in providing best-in-class customer service to donors and fundholders and maintaining smooth and effective operations at the Foundation. The primary responsibilities of this position are to provide prompt and friendly service to donors and fundholders as well as to provide support for tracking and processing fund transactions (such as incoming gifts, advised grants, accounts payable, and scholarships).

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

Donor Service

This position is responsible for ensuring ACF donors and fundholders experience exemplary service. This role will serve as a model for Foundation service standards and best-in-class service across organizational constituents. The role will develop resources and provide training for other team members to deliver high quality client services.

Fundholder and donor support:

- Act as the lead on incoming service inquiries by monitoring and responding to inquiries via several channels (email, phone, mail) in a timely manner, ensuring each inquiry reaches resolution.
- Maintain a high level of knowledge and understanding of ACF’s offerings and services and share them with constituents in a meaningful way to help build awareness and interest in the Foundation’s work.

- Support onboarding for new funds, including coordinating with or acting as the fund's point person on welcome communications. Support the Operations Specialist with tracking incoming gifts, reviewing new fund coding for accuracy and completeness, saving electronic new fund documentation, etc.
- Participate in donor stewardship campaigns targeted at our fundholders. Execute proactive outreach and strategic ongoing engagement activities. This includes supporting digital campaigns, stewardship calls, hand written notes and in-person events and meetings to share Foundation opportunities.
- Maintain accurate and thorough notes of significant donor interactions in the Foundation's database.
- Identify donors and fundholders who express affinity and capacity and support further engagement with the Foundation by referring them to a donor relations officer or Community Impact team member.
- Provides general support to donor relations officers, enabling high engagement and service for VIP clients.

Operations

This position will provide critical support to the Operations Specialist for oversight and completion of the tasks listed below. This position will help ensure accurate and timely execution, maintenance of appropriate controls, process documentation, and training and oversight for other team members supporting the tasks.

Incoming gift processing and donor tracking:

- Process incoming gifts from various sources (check, credit card, stock, direct deposit, Modern Giving, employee giving, and Square).
- Generate, review and send gift acknowledgements.
- Establish and maintain payment plans for recurring direct deposit and credit card donors.
- Maintain organized electronic and hard-copy gift deposit backup files.
- Creation and management of non-standard online donation and event forms.
- Systematically track incoming contributions, communicating proactively with staff and donors about the status of pending gifts, event sponsorships and scholarship fund contributions.
- Support Austin Leadership Fund, Hispanic Impact Fund, and Women's Fund development staff in building and maintaining payment plans and automated member/investor tracking tools. Accurately process incoming gifts and sponsorships for these funds.

Outgoing payment processing:

- Collect and verify payee ACH information as needed.
- Process accounts payable requests for fiscal sponsorship and other applicable funds on a weekly basis. Support Operations and Finance teams in implementing effective and efficient approval processes and procedures.
- Support the vetting, research and processing of donor advised grant requests. Communicating with fundholders, grantees, and other staff members as needed. Process payments and grantee notification communications via email and mail.
- Support the operational functions of processing scholarship payments, including tracking and monitoring communications with recipients.

Remain cross-trained in the daily tasks of the Operations Specialist to ensure consistent service and coverage.

Other duties as assigned.

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

- 3 years of experience in a service-oriented position or in the nonprofit sector.

Training requirements (licenses, programs or certificates)

- None required.

Other knowledge, skills and abilities

- Commitment to providing excellent customer service.
- Possess a high degree of accuracy and attention to detail. Excellent organizational and workload prioritizing skills.
- Technical proficiency, ability to implement new technology tools to increase efficiency. Preferred experience with project management and workflow tools such as Asana.
- Effective problem solving skills essential.
- Ability to manage multiple priorities simultaneously and meet designated deadlines.
- 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 maintain confidentiality when dealing with highly sensitive organizational, personal, financial and legal information.
- Proficient in Microsoft Office products, electronic data management, and internet software. Foundant CommunitySuite experience a plus.
- Commitment to diversity, equity and inclusion and to the organization's ongoing work to eliminate the opportunity gap in Central Texas.

Work environment and other information

- Currently in a remote-work environment due to the COVID-19 pandemic; staff expected to return to work in a hybrid office setting once office reopening plan is established.
- 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.

Salary: Approximately \$45,000 per year.

Workplace benefits:

Collaborative team environment

Opportunity to make Central Texas a better place for everyone

Paid time off

Medical, dental and vision insurance 100% covered for employee

401(K) with employer match

Basic life insurance and AD&D

To apply for this position, please fill out this [form](#) and follow instructions to upload your resume and cover letter. No phone calls, please. **Deadline: 9:00 am on Thursday, September 9, 2021.**

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.