

**Job title**  
Donor Relations Officer, Corporate and Scholarship Funds

**Department**  
Donor Relations

**Reports to**  
Director of Donor Relations

**Supervises**  
N/A

**FLSA status**  
Exempt

**Hours**  
Full time

**Date**  
April 2022

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 \$440 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 \$450 million to nonprofits across Central Texas and beyond.

The Foundation's physical office closed in March 2020 due to the COVID-19 pandemic. Employees may select an in-office or hybrid work environment as office reopening plans continue to be implemented.

### **Job summary**

The primary roles of this position are to:

- Manage relationships and services related to a portfolio of funds.
- Support an organization-wide effort to build assets through business development and fundraising, particularly focused on leveraging donor advised funds and corporate advised funds.
- Strengthen the Foundation by connecting donors' philanthropic missions and ACF's strategic priorities.

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

### **Donor Services and Stewardship**

- Manage a portfolio of funds including donor advised, corporate advised, scholarships and other funds. Deliver donor services that are consistent with Council on Foundations' National Standards and align with the Foundation's best-in-class service model.
- Together with Director of Donor Relations and other portfolio managers, develop and execute fundholder stewardship plans and processes that lead to deeper ties with donors as a means to grow fundholder investment and better serve our audience. Proactively manage relationships with donors and fundholders. Utilize metrics and measurement tools to gauge progress and report to Foundation stakeholders and leadership.

- Oversee the Foundation's scholarship program, managing fundholder relations, selection and review committees, communications, and internal collaboration. Continually enhance the efficiencies of the program and experience for a wide variety of constituents.
- Identify opportunities to connect donors' philanthropic goals with the Foundation's strategic priorities for serving the community. Work with the Donor Relations team to maintain an effective and continuously improving approach to stewardship that increases fundholder engagement and grows assets based on organizational goals.
- Work with the Donor Relations team and others at the Foundation to plan and execute fundholder events that elevate the work and relationships with fundholders.

### **Development/Advancement**

- Build Foundation assets by actively engaging in fund development through proactive networking and bringing new clients to the organization. Develop outreach strategies to attract and serve new clientele, in particular, building relationships with local individuals and businesses for whom ACF products and services are valuable.
- Support fundraising for ACF programs by creating opportunities for connections between donors' philanthropic missions and ACF's strategic priorities. Work collaboratively with Community Impact team to identify prospects and cultivate giving across the organization. This includes growing fundholder engagement in FundATX, Austin Leadership Fund, Women's Fund and Hispanic Impact Fund.

### **Projects**

- Implement relevant areas of strategic plan, assess results, and make adjustments as necessary.
- Maintain records relating to funds, fund representatives, and related committees. Ensure data is accurate and changes are tracked accordingly in the Foundation's system of record.
- Promote ACF's visibility within the community by attending events, leveraging member networks, and representing the Foundation at various community engagements.
- Join the team's collaborative effort to review, assess and address all funds at the Foundation with the goal of balancing the Foundation's capacity with donors' philanthropic goals. Work with Donor Relations colleagues to build capacity for delivering high-quality service for current and future fundholders through evaluation of process, systems and technology tools.
- Evaluate processes to ensure effectiveness and optimize use of software, tools and systems. Ensure processes are documented and updated regularly.

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**

- Seven to 10 years of experience in nonprofit sector. Community foundation, philanthropic or related private sector experience encouraged.
- Experience in professional or financial advising, nonprofit fundraising and donor services a plus. Preference given to candidates who have earned the Chartered Advisor in Philanthropy (CAP®)

designation or with experience with IRS regulations related to charitable giving, fair market value and deductibility of gifts.

**Training requirements (licenses, programs or certificates)**

None required.

**Other knowledge, skills and abilities**

- Strong organizational and time management skills; ability to evaluate multiple requests and quickly prioritize the highest-leverage activities.
- Excellent communication skills, both written and oral; ability to influence and engage a wide range of donors and build long-term relationships.
- Desire to continuously build efficiencies in workflows and evaluate effectiveness and outcome of new approaches. Effective problem solving skills essential.
- Ability to work both independently without close oversight, but also a team player who will productively engage with others at varying levels of seniority within and outside the organization.
- Superb interpersonal skills; ease in communicating and interacting with a wide variety of constituent groups. Successful use of internal and external consensus-building.
- Ability to measure impact, synthesize it in compelling ways that move groups forward, and easily identify opportunities for replication within prospective audiences.
- Proficient in Word processing, spreadsheets, accounting software, email, and internet software. Experience with online presentation tools. Competency in researching, identifying and implementing new technology solutions that bring efficiencies to the work.
- 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**

- 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.

**Salary:** starting at \$70,000 per year commensurate with experience.

**Workplace benefits:**

Collaborative team environment

Opportunity to make Central Texas a better place for everyone

Paid time off

ACF covers 100% of employee health, dental and vision plans, basic life and AD&D insurance, and short/long term disability insurance

401(K) with employer match

Basic life insurance and AD&D

To apply for this position, please submit your resume and cover letter to Kim McCrary at [apply@austincf.org](mailto:apply@austincf.org). Position will remain open until filled. No phone calls, please.

*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.*