



## Donor Relations Officer

Position: Regular, Fulltime, Exempt

Reports to: Director of Donor Relations

Supervises: Donor Relations Assistant (indirectly)

Date Reviewed: July 2017

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**Summary:** The Donor Relations Officer is responsible for attracting and retaining the philanthropic support of donors by understanding, serving, advising, and engaging donors to ensure they achieve their philanthropic goals.

### Responsibilities and Expected Outcomes:

- Actively cultivate relationships with an assigned portfolio of donors to inspire and engage their philanthropic interests and goals. Donors may include individuals, families, corporations, non-profit organizations, and distribution committees (such as supporting organizations, committee-advised and scholarship funds).
- Collaborate with Advancement staff on joint opportunities where appropriate. Focus on attracting additional gifts from assigned donors.
- Serve as the primary contact for donors regarding the status of their funds and fund grantmaking in accordance with the Foundation's core and enhanced service options and fee structure.
- Make effective presentations to existing donors and prospects, communicating the full capabilities and accomplishments of the foundation.
- Proactively align donor interests with grantmaking opportunities, including partnership grants with the Foundation where appropriate. Respond to donor requests for information and serve as a link to Foundation resources.
- Encourage and facilitate donors' use of the interactive online service that provides donors with access to fund information and information about grantmaking opportunities through the Foundation's website.
- Assist with the development of and execution of donor recognition events and/or education sessions consistent with the Foundation's overall donor relations strategies. This includes encouraging donors' attendance at events.
- Collaborate with appropriate Foundation staff on donor-related communications (i.e., newsletters, annual report, event marketing, special mailings, surveys, etc.).
- Work in cross-disciplinary teams with Foundation colleagues as requested on special assignments that serve to enhance the Foundation's advancement activities.

### **Essential Qualifications, Credentials and Technical Skills required:**

- A bachelor's degree and five-to-seven years experience in a service environment that was responsible for providing professional advice and personal service to diverse clients. Master's degree a plus.
- Demonstrated experience attracting, retaining, and managing a portfolio of clients.
- Demonstrated knowledge and the ability to present credibly to a variety of audiences on various charitable investment vehicles as well as the associated benefits, fees, performance and tax implications of each.
- Proven ability to build relationships and interact effectively with existing and prospective donors, community leaders, professional advisors and representatives from non-profit organizations.
- Five-to-seven years experience in successfully managing multiple, complex projects simultaneously.
- Experience working as part of a multidisciplinary team and working effectively with persons and communities from diverse cultural, social, and ethnic backgrounds and age groups.
- Proven ability to promote teamwork and collaboration amongst peers, both departmentally and throughout the Foundation.
- Proficiency in utilizing technology to conduct research, provide information and/or services.
- Excellent writing and presentation skills.

### **Other Highly Desirable Qualifications Include:**

- Knowledge of fund development, planned giving, and philanthropy, and the ability to knowledgably assist donors in formulating plans, goals and/or strategies for their philanthropic giving.
- Knowledge of the Greater Cleveland not-for-profit community and the ability to research areas of interest on behalf of donors.

### ***APPLICATION PROCESS:***

Starting salary for this position will be commensurate with the selected candidate's background and experience. The foundation offers an exceptional benefits package including medical, dental, vision, life and disability coverage, a comprehensive wellness program, a fully vested 403(b) retirement plan and three weeks of vacation the first year of service, prorated based on date of hire. If you are interested in applying for this position, please send a resume and cover letter **indicating salary requirements** to [resumes@clevefdn.org](mailto:resumes@clevefdn.org) by August 12, 2017. Candidates selected for the interview process will be contacted around the week of August 14, 2017. ***We regret that we cannot respond personally to each applicant.***

### **Our Mission:**

to enhance the lives of all residents of Greater Cleveland, now and for generations to come, by working together with our donors to build community endowment, address needs through grantmaking, and provide leadership on key community issues.

### **Our Vision:**

to use the power of philanthropy to enable Greater Cleveland to be a great and global American city. Together with our donors and partners, we will make innovative, impactful, and internationally recognized contributions to the field of philanthropy.