



THE FOUNDATION

The Community Foundation of Elkhart County is dedicated to transforming Elkhart County by bringing stakeholders together to tackle issues of concern in the community. Since its founding in 1989, the Community Foundation has helped hundreds of people create personal, permanent, and powerful legacies by establishing charitable funds and extending their philanthropy. In its three decades, the Community Foundation has awarded more than \$120 million in grants and scholarships and is now the steward of over \$400 million in charitable assets. Aided by Community Foundation expertise, fundholders have fostered the arts, awarded scholarships, championed community vibrancy, helped children learn to read, and provided food for the hungry and shelter for the homeless. They have made Elkhart County a better place to live as community partners.

By connecting philanthropy with community needs and opportunities, the Community Foundation works to improve the quality of life in Elkhart County by inspiring generosity.

For more information on the Community Foundation of Elkhart County, please visit www.inspiringgood.org.

POSITION DESCRIPTION

The Donor Services Coordinator is an integral member of the Community Foundation's Development team. The Donor Services Coordinator serves as the backbone of the operation by overseeing administrative processes to manage the Community Foundation's fundholder relationships and gift receipting for all charitable gifts to the Foundation. He or she must be extremely detail-oriented and work to ensure the delivery of impeccable donor services. This person processes upwards of 2000 gifts a year into approximately 800 unique funds.

Reports to the Chief Development Officer.

DUTIES & RESPONSIBILITIES

Donor Transaction Processing

- Process all gifts, grants, and interfund transactions for the Development Department.
- Manage gift acknowledgment process and produce donor letters accurately and in a timely manner.
- Work closely with the Finance Department to develop and carry out processes for incoming gifts.
- Manage the gift exception process, ensuring all exceptions are captured accurately in the CRM.
- Build funds for new fundholders in CRM, as needed.

Donor Service and Support

- Serve as the first line of response to calls, emails and questions to the Development Department.
- Provide fundholders with services related to donor portal and access issues.
- Assist with special event planning, preparation, execution, and online RSVP processing.
- Troubleshoot issues related to the Foundation's online donor portal (such as reset logins and passwords).



Donor Services Coordinator Job Description

- Write, proofread, edit, and send correspondence, including but not limited to fund agreements, addendums, donor letters, and complex gift receipts.
- Coordinate and execute mailing lists, letters, and other needs for events and mailings.
- Greet and welcome visitors for department meetings.

CRM and Database Management

- Manage donor records and processes in the database to ensure all contacts and transactions accurately move through the development process and are recorded appropriately.
- Achieve proficiency in the CRM and keep procedure documentation current for areas of responsibility.

Administrative and Executive Support

- Manage meeting calendar for the Chief Development Officer and capture relevant notes in CRM.
- Compile and create folders and materials for fundholders.
- Coordinate order and delivery of donor recognition and special occasion items.

POSITION REQUIREMENTS

Experience, Abilities & Skills

- Bachelor's degree is preferred, along with a minimum of 1 to 3 years of experience in an area related to office administrative support, development, project management, or event coordination. Prior nonprofit work experience is a plus.
- Exceptional organization skills, attention to detail, time management, managing multiple tasks, defining and setting priorities, and problem-solving.
- Excellent customer service commitment and interpersonal skills in working with colleagues and external constituents.
- Excellent written and oral communication abilities.
- Proactive, takes initiative, self-motivated.
- Experience with Microsoft suite products, databases, and internet research, as well as knowledge of CRM platforms. Previous experience in Microsoft Dynamics is a plus.
- Demonstrated team player with strong collaboration abilities.
- Knowledge of telephone and electronic mail protocol.
- Flexibility in schedule is required.
- Aligned with Foundation values, and commitment to fostering a positive office culture.

This list of essential responsibilities and requirements is not intended to be exhaustive. The Community Foundation of Elkhart County reserves the right to revise this job description as needed to comply with actual job requirements.



Donor Services Coordinator Job Description

POSITION DETAILS

Status: Full-Time, Non-Exempt. This is not a remote position.
Salary: Compensation commensurate with experience and qualifications.
Benefits: Eligible for health, wellness, and workplace benefits according to current policy.
Reports to: Chief Development Officer
Direct Reports: None
Submit your Resume and cover letter to: info@inspiringgood.org

All applicants are considered for positions without regard to race, religion, color, sex, gender, sexual orientation, pregnancy, age, national origin, ancestry, physical/mental disability, medical condition, military/veteran status, genetic information, marital status, ethnicity, or any other protected classification, in accordance with applicable federal, state, and local laws.