



NEW HAMPSHIRE
CHARITABLE FOUNDATION

Donor Services Manager

Date of Last Revision: 3-28-22

Title Group: Manager

- manages a function or group of processes within a department
- has no responsibilities for performance management of staff

Department: Philanthropy
Status: Exempt

Reports To: Director, Donor Services

Position Summary

Primarily Advances Goal II of our strategic plan “Together We Thrive”: Advancing equity and racial justice by mobilizing philanthropic resources

The Donor Services Manager will maintain strong relationships with donors, colleagues and key constituents by developing, marketing and supporting stewardship strategies tailored to individual philanthropic goals in partnership with colleagues in the Development and Philanthropy Services department. Donor Services Managers are expected to develop an understanding of and package information about the Foundation and its initiatives, nonprofits and grant opportunities relevant to a donors areas of interest and grantmaking style. This position works with, and in support of, a team of staff from Development and Philanthropy services and other departments, providing information to support donor or prospect meetings, participating in meetings or direct communication with donors or prospects as requested by the primary relationship manager, and managing an individual portfolio of donor relationships. This role requires frequent cross-departmental communication and collaboration to provide and/or coordinate the highest quality service possible in an efficient and effective manner.

Essential Job Functions and Responsibilities

- In partnership with the Senior Philanthropy Advisors and other staff, coordinate or initiate stewardship strategies for donors and professional advisors to ensure the highest quality customer service.
- Manage an individual portfolio of donor relationships providing high quality stewardship in response to donor inquiries.
- Research, package, and provide nonprofit, initiative, community, and grant-related information to support donor and prospect relationships, in collaboration with and/or guided by Senior Program Officers as needed.
- Share high priority grant opportunities, related to Foundation initiatives or priorities, with donors as relevant to their area of interests and grantmaking style.
- Proactively identify and execute on opportunities to educate and engage donors individually and in small groups based on grantmaking style or interest areas.
- Provide timely follow up and grant feedback in a manner that is appropriate to the donor.
- Utilize Foundation technology and systems to track donor interest areas, information preferences, source information relevant to donor interests, and record follow up as needed.

- Develop and maintain a current understanding of Foundation initiatives and the nonprofit network in the assigned region(s).
- Leverage cross departmental relationships and communication to enhance donor service and stewardship activities by acting as a liaison between departments.
- Attend grantmaking meetings, and other forums relevant to issue areas and Foundation work, in order to provide timely and current information to colleagues, donors and prospects.
- Represent the Foundation at various events for the purpose of building new or strengthening existing donor, prospect and professional advisor relationships.

Other

- Participate in learning opportunities to build skills of collaboration, critical inquiry, listening, and trust and to increase understanding of issues related to equity and racial justice.
- Performs other duties as assigned

Essential Knowledge, Skills, and Attributes

- Ability to handle sensitive information with discretion and judgment
- Excellent interpersonal skills, including the ability to work effectively with diverse stakeholder groups
- Exceptional telephone and customer service skills
- High attention to detail and accuracy
- Proven ability to discern important information and convey it clearly and effectively
- Demonstrated independent decision-making and sound judgment
- Demonstrated analytical skills
- Ability to break down complex concepts into compelling written summaries
- Strong organization and prioritization skills, and ability to multi-task
- Ability to work under deadline pressure
- Ability to be self-directed, as well as work in teams
- Demonstrated initiative, resourcefulness, and flexibility
- Belief in the mission and purpose of the New Hampshire Charitable Foundation

Job Characteristics

- Under current Covid protocols candidates have the option of working from a home office, or a shared office environment in Concord or Portsmouth, NH. These protocols are subject to change.
- Frequent travel throughout the state likely
- May require long periods of time at a computer
- Early morning and evening work required with the potential for occasional weekend responsibilities

Essential Qualifications

- A combination of education, certifications and/or relevant work experience equivalent to the needs of the role.
- High-level customer service experience in situations requiring discretion and personalized service
- Strong computer skills, including MS Office products, email, word processing, spreadsheets, Internet, and database applications especially Blackbaud software (Raisers Edge, Financial Edge) highly desirable; ability to monitor and use social media
- A valid driver's license

Organizational Life

- Participates in the Foundation's organizational life, including department management, improvement teams, and events as required
- Positively demonstrates the values and contributes to the culture of the Foundation
- Demonstrates a commitment to community and the well-being of New Hampshire
- Works effectively as a team contributor on all assignments
- Follows all company policies and procedures, as well as all local, state and federal laws concerning employment
- Contributes to a safe and productive environment

Essential job functions and requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed by job holders within this job. However, this job description is not intended to be an exhaustive list of qualifications, skills, efforts, duties, responsibilities or working conditions associated with the position. This job description is general and may evolve over time. The description is subject to periodic updating. At management's discretion, the employee may be assigned different and/or additional duties or responsibilities.