



NEW HAMPSHIRE  
CHARITABLE FOUNDATION

**DONOR SERVICES MANAGER**

Date of Last Revision: 12042023

Title Group: Manager

- Manages a function or group of processes within a department
- Has no responsibilities for performance management of staff

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Department: Donor Engagement and Philanthropy Services	Reports to: Director of Donor Operations	Status: Full-time/Exempt
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**About the New Hampshire Charitable Foundation**

The New Hampshire Charitable Foundation is New Hampshire's statewide community foundation, founded in 1962 by and for the people of New Hampshire.

We are the place where generosity meets the dedication and ingenuity of nonprofits and the potential of New Hampshire students. For six decades, thousands of people have entrusted their charitable resources to the Foundation, creating a perpetual source of philanthropic capital and making it possible for the Foundation to award more than \$60 million in grants and scholarships every year. We have a staff of 54 passionate and dedicated professionals working across the state, and are governed by a highly engaged Board of Directors.

The Foundation's purpose is to make New Hampshire a more just, sustainable and vibrant community where everyone can thrive. Our current strategic plan, *Together We Thrive*, is focused on advancing equity, racial justice, and economic security. That's because when a community can draw on the potential, strength, ingenuity and grace of every person in it, that community will be healthier, happier, more prosperous and a better place to live for all.

**Position Summary**

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 Donor Engagement 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 Donor Engagement 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, Philanthropy Advisors and other staff, coordinate or initiate stewardship strategies for donors and professional advisors to ensure the highest quality customer service.
- Research, write, package, and provide nonprofit, Foundation initiative, community priorities, and grant-related information to support donor and prospect relationships, in collaboration with and/or guided by Community Engagement and Impact Department colleagues 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.
- Manage an individual portfolio of donor relationships providing high quality customer service in response to donor inquiries.
- 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 assigned geographies.
- Provide support and information to encourage online donor portal use.
- 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 break down complex concepts into compelling written summaries
- Ability to handle sensitive information with discretion and judgment
- Excellent interpersonal skills, including the ability to work effectively both internally and externally 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
- 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

- Can be based in a home office or a shared office environment in Concord, NH. The Foundation requires all staff to be onsite at Concord Office on the first and third Tuesday of each month. Additional onsite time may be required of the role.
- May require long periods of time at a computer
- Occasional early morning and evening work with the potential for infrequent weekend responsibilities required
- Travel around the state will be necessary; may require travel to conferences with overnight travel possible

#### 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 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
- Interacts professionally with other employees and external stakeholders
- Follows all company policies and procedures, as well as all local, state and federal laws concerning employment
- Contributes to a safe and productive environment

The New Hampshire Charitable Foundation provides equal employment opportunity to all applicants without regard to factors such as race, color, sex, religion, gender, sexual orientation, gender identity or expression, national origin, age, disability, pregnancy, genetic information, marital status, military or veteran status or any other characteristic protected by law.

*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.*