



Vice President of Donor Services

The Community Foundation of Greater Memphis has been working to strengthen our community through philanthropy since 1969. The Community Foundation is a place where generous people from diverse backgrounds come together to make our community a better place. Collectively, they have created the largest grantmaker - public or private - in the Memphis area. We fulfill our mission by:

- Developing and managing charitable funds and endowments, offering the highest level of service and expertise to individuals, families, and institutional donors and their successors;
- Actively addressing the needs of the community by examining community issues, securing and distributing resources, advocating for positive change, and convening meetings and conversation which encourage donors and the community to respond; and
- Encouraging philanthropy and the growth of charitable resources among individuals, families, businesses, and community institutions.

The Community Foundation has many audiences – donors, professional advisors, nonprofits, students seeking scholarships, and the public in general.

Position Summary

The Vice President of Donor Services is the head of the Donor Services team of the Community Foundation, reporting to the Executive Vice President & COO, and is a member of the Executive leadership team. The Vice President of Donor Services supervises the Director of Donor Services and Donor Grants Manager. The Vice President of Donor Services directs the day-to-day operations of the Donor Services team, with a specific focus on customer service and donor education. This position is responsible for:

- Serving as a member of the Executive leadership team responsible for organizational policy development and planning;
- Developing and implementing a comprehensive customer service plan that responds to the day-to-day requests of donors, while understanding the requirements of their funds and maintaining appropriate confidentiality and security;
- Working with the Marketing & Communications team to manage, improve, or establish processes and procedures to ensure high-quality donor experience through all the donor communications channels, including the website, donor portal, email, telephone, events, mailing, and onboarding, among others;
- Overseeing the timely, accurate, and compliant processing of grants from all Community Foundation funds;
- Working with the Development team to ensure a smooth onboarding of new donors;

- Consulting with the Development team, as needed, on efforts to expand our donor base;
- Working with the Executive, Marketing & Communications, and Development teams to develop and implement a donor stewardship plan that focuses on strengthening and extending our relationship with our donors;
- Working with the Executive team to develop donor education events that focus on strengthening the donors' commitment to the region;
- Developing additional services, as needed, to better serve the Community Foundation's donors;
- Other duties as assigned.

Qualifications

- Bachelor's degree and at least seven years in progressive, customer service-focused leadership positions – nonprofit experience a plus;
- A track record of building relationships with clients and developing strategies to respond to their needs;
- Experience managing and motivating a team;
- Proficient computer skills – in particular, knowledge of Microsoft Office and database management – and a willingness to learn new software programs;
- Ability to communicate successfully with donors, both in person, on the telephone, and in writing;
- Ability to prioritize work, meet deadlines, and produce quality results.

A successful candidate will demonstrate:

- Strong management skills, including goal orientation, accountability, organizational and analytical skills, and decision-making and prioritization capabilities;
- Willingness to build rapport with people especially through email, over the phone, in group settings, and in one-on-one meetings;
- Willingness to problem-solve both individually and within the team;
- Ability to take a proactive role in team efforts, promote cooperation and collaboration between team members, and encourage open communication across teams;
- The initiative and responsibility necessary to manage a variety of projects simultaneously;
- Organizational skills, self-motivation, and flexibility in changing circumstances;
- Integrity, judgment, and discretion in working with confidential information;
- Demonstrated interest in philanthropy and in serving community needs.

Additional Requirements

This position requires the candidate to work between 10-20 evenings a year at various Community Foundation and community events.

Salary

Competitive salary plus benefits including paid time off and parental leave.

Reports to: Executive Vice President & COO

Women and people of color are encouraged to apply. The Community Foundation of Greater Memphis follows an equal opportunity employment policy and employs personnel

without regard to race, creed, color, ethnicity, national origin, religion, sex, sexual orientation, gender expression, age, physical or mental ability, pregnancy, veteran status, military obligations, and marital status.

Resume and cover letter should be submitted via Paylocity web portal at:

<https://tinyurl.com/CFGMVPDonor>