

Manager of Donor Services

Job Title: Manager of Donor Services

Department: Philanthropic Partnerships

Reports to: Director of Strategic Partnerships and Donor Engagement

Category: Exempt; Full-time

Summary:

The Manager of Donor Services will provide direct support to the Director of Strategic Partnerships and Donor Engagement to provide exemplary customer service and support to fundholders and prospective fundholders that is customized to their needs. This includes the areas of grantmaking support, gift recognition, database management, donor stewardship and connecting fundholders to the causes they care about. This integral member of the Philanthropic Partnerships team will need to successfully balance and understand the relationship between organizational priorities and donors' needs and requests. An ideal candidate would be a self-starter with strong customer service skills, diplomacy, and a commitment to TDF mission and values. The ideal candidate will have the passion and understanding of the full cycle of donor relations.

Duties and Responsibilities:

To perform this job successfully, an individual must be able to perform each essential duty and responsibility satisfactorily. The duties and responsibilities include the following, though other duties may be assigned.

The position will support key fundholder relationships, with the following specific responsibilities:

Donor Services:

- Proactively manage and steward a portfolio of donors
- Assist the Director of Strategic Partnerships and Donor Engagement with the implementation of donor-focused strategies to deepen relationships and increase resources with current and potential donors
- Respond to donor inquiries with high touch, exceptional service, and timely response
- Donor portal management including but not limited to assisting with donor login, training, grant history, fund balances, statements, and grant recommendations
- Multi-task and prioritize multiple assignments and meet deadlines without compromising quality in a busy, high-volume work environment
- In coordination with the Community Impact team, provide donor research, information, and funding opportunities in donors' interest areas
- Provide donor feedback and stewardship reports on the impact of their grants
- Set up and facilitate donor orientation meetings and site visits
- Promote and assist with the facilitation of family meetings
- Identify planned giving prospects and engage Senior Director, Planned Giving and Donor Services as needed
- Notify donors of receipt of contributions to their funds
- Provide CSuite database support including donor documentation, report production, and action tracking to ensure all donor information is recorded and up to date
- Promote and secure resources for TDF's strategic funding priorities

Special Initiatives:

- North Texas Giving Day – work in coordination with other TDF departments in support of NTGD, including serving as a knowledgeable contact for TDF's fundholders, working closely with the Grants Processing Associate to process grants in a timely fashion
- Plan and participate in meetings, community service projects, and social activities

- Assist in the planning and execution of donor events including the coordination of the Women's Philanthropy Institute programs alongside the Senior Director of Gift Planning & Donor Services
- Family Meetings – assist with planning, logistics and execution

Other:

- Represent TDF as requested at events and meetings, including some after-hours and weekends

Qualifications:

To perform this job successfully, an individual must be able to perform each essential qualification satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required.

- Ability to adhere to the highest ethical standards; demonstrate empathetic disposition and perseverance; reflect optimistic and positive attitude and convey sensitivity to the needs of donors
- Ability to provide accurate and timely responses to Foundation stakeholders and employees
- Demonstrated ability to manage multiple projects and deadlines simultaneously, delivering on-time, high-quality content
- Excellent planning and organizational skills
- Discretion and good judgment with confidential information
- Self-starter with a heightened sense of initiative
- Superior attention to detail
- Flexibility and a high sense of diplomacy
- Strong interpersonal skills, and ability to establish effective relationships with both internal and external audiences
- Working knowledge of Microsoft Office suite (Excel, Outlook, PowerPoint, and Word)
- Experience with Foundant or similar customer relationship management (CRM) software
- Excellent verbal and written communication skills
- Work style characterized by integrity, initiative, enthusiasm, and strong emotional intelligence
- Ability to adapt and learn emerging software systems

Education/Experience:

Bachelor's degree required. Three to five years of previous nonprofit, fundraising or customer service experience preferred.

Physical Requirements:

The physical requirements and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of the job.

- Moderate noise level
- Occasional standing and lifting of at least 5 pounds
- Long periods of sitting
- Occasional travel

Work Environment:

The Dallas Foundation supports a hybrid work environment where all employees are expected to work in the office Tuesdays through Thursdays, with optional remote work on Mondays and Fridays.

Benefits:

Benefits include medical, dental and vision insurance as well as a 401(k) program, with employer match, and paid time off.



Applying:

The Dallas Foundation is dedicated to building an inclusive, diverse, equitable, and accessible workplace that fosters a sense of belonging. If you are excited about this role, please send your resume and a cover letter by email to hiring@dallasfoundation.org.

As of: January 2024