

# GRAND RAPIDS COMMUNITY FOUNDATION

## POSITION DESCRIPTION

**Position Title:** Philanthropic Services Manager      **Full-time:** 37.5 hours/week

**Department:** Development      **Starting Salary Range:** \$53,000-\$58,000

**Reports to:** Director of Philanthropic Services

**Positions Supervised:** None

### **ORGANIZATIONAL OVERVIEW:**

Grand Rapids Community Foundation leads Kent County in making positive, sustainable change. With its endowment, the Community Foundation supports local nonprofits, leads significant social change and helps donors achieve their philanthropic goals. Guided by our North Star, we believe for West Michigan to grow and prosper; we must ensure that everyone can apply their talents and creativity to fuel our future. By connecting across perspectives and overcoming inequities, we can build and sustain an inclusive economy and thriving community.

### **POSITION OVERVIEW:**

Philanthropic Services Manager will lead, advance and maintain relationships with assigned Donor Advisors and Nonprofit and Community Funds through services that are designed to ensure a high level of Fund Holder satisfaction and continued growth of new and existing Funds. Coordinate and implement orientation, cultivation, and educational activities for donor advisors that fosters engagement (i.e. co-investments with competitive grant making, learning forums, Impact Investing, and PRIs).

The Philanthropic Services Manager will have an extraordinary understanding and commitment to the Community Foundation's North Star and deeply rooted relationships and networks within communities experiencing inequities in Kent County. They will have extensive experiences working effectively with persons from various cultural, social, socio-economic and ethnic backgrounds. They will have demonstrated the ability to work in a collaborative setting, communicate effectively around sensitive issues, actively listen for understanding and a highly developed cultural awareness.

### **PRINCIPAL DUTIES AND RESPONSIBILITIES:**

1. Donor Advised Funds **(55%)**
  - a. Manage a donor advised fund portfolio while cultivating and enhancing relationships with Donor Advisors.

- b. Conduct fund orientations, annual meetings, and site visits.
  - c. Participate in internal grant review meetings. (i.e. Review Committee)
  - d. Provide coordination with planning and execution of engagement events (i.e. donor forums and special site visits).
  - e. Provide Donor Advisors grant recommendations when appropriate.
  - f. Collaborate with program staff related to funding inquiries/opportunities as needed.
  - g. Respond to Advisor inquiries and requests.
  - h. Collaborate with Strategic Communications Department on quarterly ENews
  - i. Initiate grant recommendations
  - j. Monitor inactive funds (funds that haven't made a grant within 5 years)
2. Nonprofit and Community Funds **(30%)**
- a. Grow relationships with new and current fund representatives and advisory board members.
  - b. Collaborate with GRCF staff and Community Fund advisory board to identify opportunities that expand the Foundation's influence in the community, enhance existing donor involvement and attract new donors.
  - c. Deliver orientation services to non-profit fund and advisory board representatives as needed.
  - d. Meet with non-profit fund representatives, as needed.
  - e. Provide leadership for the annual fund meetings and educational activities.
  - f. Attend community fund advisory council meetings as needed.
  - g. Respond to inquiries and requests from fund representatives.
  - h. Collaborate with Strategic Communications Department on quarterly ENews.
  - i. Initiate and support year-end appeals for Community Funds.
  - j. Review fund distributions and forward for processing.
  - k. Conduct annual fund representative satisfaction survey.
3. Database Operations **(5%)**
- a. Maintain accurate contact and action records for all donors, prospects and fund representatives.
  - b. Generate routine reports and lists from database as necessary
  - c. Donor portal operations
4. Additional Duties **(10%)**
- a. Maintain current knowledge of philanthropy trends and legislation that impact donors and Community Foundation.
  - b. Attend community, grantee and donor functions as Foundation representative.
  - c. Special projects as assigned.

**KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:**

1. Bachelor's degree in the area of nonprofit management, administration, social sciences or other related field along with minimum five years of related experience. In lieu of degree, equivalent experience in non-profit management or donor services acceptable.
2. Ability to communicate effectively through written and verbal communications. Strong customer service, interpersonal and technical skills required.
3. Ability to interact with an array of diverse constituents in a culturally competent manner.
4. Ability to effectively work with volunteer leadership and exercise sound judgment in a variety of situations.
5. Moderate to advanced experience with databases with a desire to continue to develop skills. Experience with MS Office, Blackbaud products (mainly Raisers Edge) strongly preferred.
6. Exceptional attention to detail and excellent record-keeping skills.
7. Ability to analyze and streamline processes along with a commitment to excellence and continuously improving techniques.
8. Broad knowledge of office organizational operations as well as business standards and etiquette.
9. Ability to work independently and collaboratively, prioritize, schedule and produce work in a timely manner.

**ORGANIZATIONAL COMPETENCIES:**

All employees are required to uphold the values of Grand Rapids Community Foundation, which are Integrity, Excellence, Inclusion, Sustainability, and Bold Aspirations. All employees are required to comply with the policies, procedures, and safety programs of GRCF as well as follow all state and federal laws and regulations, including but not limited to those related to donor rights, confidentiality, and the Health Insurance Portability and Accountability Act (HIPAA).

**PHYSICAL REQUIREMENTS**

	<u>Percent of Work Time</u>
1. Sitting	Greater than 60%
2. Standing	Less than 25%
3. Walking	Less than 25%
4. Lifting or carrying up to 30 lbs.	Less than 10%
5. Pushing or pulling up to 30 lbs.	Less than 10%
6. Climbing	Less than 10%

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| 7. Kneeling, stooping or bending | Less than 25%    |
| 8. Repetitive movement           | Less than 25%    |
| 9. Keyboarding                   | Greater than 60% |