



Donor Relations Officer

Position:	Regular, Fulltime, Exempt
Reports to:	Senior Counsel and Director, Donor Relations
Supervises:	Donor Relations Assistant (indirectly)
Date Revised:	June 2014

Summary: The Donor Relations Officer is responsible for attracting and retaining the philanthropic support of donors by understanding, serving, advising, and engaging donors to ensure they achieve their philanthropic goals. Further, this officer will be the primary Advancement team resource for organizational funds.

Responsibilities and Expected Outcomes:

- Actively cultivate relationships within an assigned portfolio of donors to inspire and engage their philanthropic interests and goals. Donors may include individuals, families, corporations, non-profit organizations, and distribution committees (such as supporting organizations, committee-advised and scholarship funds).
- Collaborate with other Advancement staff on joint opportunities for cultivation and engagement where appropriate. Focus on attracting additional gifts from assigned donors.
- Serve as the primary contact for donors regarding the status of their funds and fund grantmaking in accordance with the Foundation's core and enhanced service options and fee structure.
- Make effective presentations to existing donors and new prospects, communicating the full capabilities and accomplishments of the foundation.
- Develop an expertise in supporting and servicing organizational funds. Serve as the assigned DRO for a significant number of organizational funds, working with them to build their endowments and participate in presentations to prospective organizational fund partners (boards, finance committees, staff leadership) as appropriate.
- Proactively align donor interests with grantmaking opportunities, including partnership grants with the Foundation where appropriate. Respond to donor requests for information and serve as a link to Foundation resources.



- Encourage and facilitate donors' use of the interactive online service that provides donors with access to fund information and information about grantmaking opportunities through the Foundation's website.
- Collaborate with Donor Relations and Advancement colleagues on team-wide initiatives, as needed.
- Assist Senior Counsel and Director, Donor Relations and/or the SVP on strategic projects, as assigned.
- Participate as a member of cross-disciplinary teams with Foundation colleagues as requested on special assignments that serve to enhance the Foundation's advancement activities.

Essential Qualifications, Credentials and Technical Skills required:

- A bachelor's degree and seven-to-ten years experience in a service environment where responsibilities included providing professional advice and personal service to a diverse group of high-profile clients. Master's degree, law degree, CPA, CFP or similar credentials a plus.
- Demonstrated experience attracting, retaining, and managing a portfolio of clients.
- Proven ability to build successful and lasting relationships and interact effectively with existing and prospective donors/clients, community leaders, professional advisors and representatives from non-profit organizations.
- Seven to ten years experience in successfully managing multiple, complex projects simultaneously.
- Experience with creating and maintaining programs and communications designed to steward donors as a group, matching the approach to specific subsets within the donor population.
- Experience working as part of a multidisciplinary team and working effectively with persons and communities from diverse cultural, social, and ethnic backgrounds and age groups.
- Proven ability to promote teamwork and collaboration amongst peers, both departmentally and throughout the Foundation.
- Proficiency in utilizing technology to conduct research, provide information and/or services. Intermediate proficiency in all Microsoft Office programs and working knowledge of database programs.
- Exceptional writing and presentation skills.



Other Highly Desirable Qualifications Include:

- Knowledge of fund development, planned giving, and philanthropy, and the ability to knowledgeably assist donors in formulating plans, goals and/or strategies for their philanthropic giving.
- Knowledge of the Greater Cleveland not-for-profit community and the ability to research areas of interest on behalf of donors.

APPLICATION PROCESS:

Starting salary for this position will be commensurate with the selected candidate's background and experience. The foundation offers an excellent benefits package including medical and dental coverage, a fully vested 403(b) retirement plan and three weeks of vacation the first year of service, prorated based on date of hire. If you are interested in applying for this position, please send a resume and cover letter indicating salary requirements to resumes@clevefdn.org by June 20, 2014. Candidates selected for the interview process will be contacted during or around the week of June 23, 2014. ***We regret that we cannot respond personally to each applicant.***

Our Mission:

to enhance the lives of all residents of Greater Cleveland, now and for generations to come, by working together with our donors to build community endowment, address needs through grantmaking, and provide leadership on key community issues.

Our Vision:

to use the power of philanthropy to enable Greater Cleveland to be a great and global American city. Together with our donors and partners, we will make innovative, impactful, and internationally recognized contributions to the field of philanthropy.

Integrity

Leadership

Innovation

Service

Learning

Partnership