



# Fairfield County Community Foundation

## Position Description

**Title:** Donor Services Associate (Exempt)

**Reports to:** Director of Philanthropic Services

### **Mission:**

The Fairfield County Community Foundation (FCCF) is a dynamic community foundation, established in 1992 to promote the growth of effective philanthropy to strengthen the communities of Fairfield County. As a leading tax-exempt organization, we: serve as a catalyst and resource for philanthropy; identify and respond to community needs with initiatives, partnerships and strategic grant making; and create and manage charitable funds. FCCF has over 500 philanthropic funds with assets of approximately \$150 million.

**Position overview:** The Donor Services Associate manages incoming gift administration, provides quality donor services to our donors and fundholders, and maintains the donor relationship management (DRM) program. The Donor Services Associate also creates and maintains data base records and serves as a key resource for report generation for the Foundation.

### **Responsibilities**

- ◆ Provide quality donor services to FCCF donors and fundholders
- ◆ Manage incoming gift administration.
- ◆ Generate timely and accurate correspondence to donors including acknowledgement letters.
- ◆ Create and maintain the database records and files needed for the development functions of the Foundation.
- ◆ Oversee database (FIMS) maintenance policy and procedure guidelines for gift management including appropriate coding and mailing list management for Profile, Gift, and Fund modules.
- ◆ Provide administrative and clerical support for the donor relationship related tasks.
- ◆ Ensure acknowledgement correspondence is updated.
- ◆ Design and/or generates database reports and spreadsheets for philanthropic services.
- ◆ Support organization-wide development efforts.
- ◆ Generate all RM reporting requirements and track activity
- ◆ Perform any other duties or special projects as directed by manager.

### **Qualifications**

- ◆ BA/BS required.
- ◆ Ability to interface with donors and fundholders
- ◆ Excellent communications, interpersonal, and verbal skills.
- ◆ Proficiency in Microsoft Office suite, especially Word and Excel.
- ◆ Proven database skills and analytic ability.

- ◆ Ability to multitask and work under pressure.
- ◆ Excellent attention to detail with proven organizational and planning skills.
- ◆ Desire and ability to work both independently and as part of a collegial office team.
- ◆ Commitment to providing high quality service to donors, volunteers, and colleagues.

*This position description is intended to be general and will evolve over time. The description is subject to periodic updating. At management's discretion, the employee may be assigned different or additional duties from time to time.*

**To apply**

Mail or email cover letter, resume and salary requirements to: Search, Donor Services Associate - Gifts, Fairfield County Community Foundation, 383 Main Avenue, Norwalk, CT 06851-1543. Email: [searchassoc@fccfoundation.org](mailto:searchassoc@fccfoundation.org)

No phone calls please.

*The Fairfield County Community Foundation is an equal opportunity employer.*