



Director of Donor Engagement

Position Description

The Director of Donor Engagement is a full-time position that reports to the Vice President and Chief Development Officer (CDO). This position is primarily responsible for fostering and nurturing relationships with current fundholders by providing specialized and unique services and experiences to inform, connect with and engage them in their philanthropy. The Director of Donor Engagement will also be responsible for attracting, retaining, and growing philanthropic support for new and existing funds at Akron Community Foundation. Additional responsibilities will include creating new ways to collaborate and leverage grantmaking dollars with existing foundation initiatives, in particular increasing co-investment strategies and capacities.

Personal Characteristics

The Director of Donor Engagement is a relationship builder and connector. They possess the ability to work well with both internal and external audiences. They are self-confident, yet humble, and can work with people who have a wide variety of values, ideas and backgrounds. This person is a self-starter who possesses strong leadership skills yet is able to work well within a team and interface within all departments in the organization. An intuitive and strategic thinker, the Director of Donor Engagement is willing to learn about the nuances of philanthropic services of Community Foundations and the stewardship process. They possess strong communications skills, both written and verbal.

Key Responsibilities:

- Create, maintain and update formal onboarding and stewardship processes that will better connect new and existing fundholders to services and offerings at the foundation.
- Create strategic timelines for donor engagement for both existing and new fundholders/donors.
- Conduct one-on-one discussions with new and existing fundholders to personalize and tier the onboarding/stewardship process based on their philanthropic goals and needs.
- Work with grants administrator to provide personalized grantmaking training.
- Develop and manage orientation program and introduction to donor services team for fundholders.
- Create and implement learning and evaluation metrics and tools to track progress. Metrics will include increases in new funds and donations, grantmaking, and attendance at ACF events.
- Proactively and systematically develop and strengthen long term relationships with fundholders and prospective fundholders, in particular by ensuring timely outreach and communication.

- Maintain integrity of donor records and information systems. Maintain records on personal touches, including handwritten notes, phone calls, emails, etc. to move donors along the stewardship pipeline.
- Support VP and CDO in management of the development pipeline and prospect database.
- Assist with research of prospective donors through wealth screening.
- Prepare VP and CDO, President and CEO, as well as other senior staff for meetings with donors and board by providing information on donor history and engagement.
- Participate in the planning and delivery of donor cultivation, stewardship, and recognition events.
- Integrate work, whenever possible, with The Center for Family Philanthropy as an essential part of the donor engagement experience.
- Collaborate with the Director of The Center for Family Philanthropy in all Edwin C. Shaw Society (legacy society) activities.
- Assist the Director of The Center for Family Philanthropy with collecting and managing Letter of Intent forms.
- Create specialized and unique services and experiences to inform, engage and connect fundholders.
- Drive continuous process improvement across all areas of job role.
- Participate in creating fund agreements to gain experience and understanding of the entire fund onboarding process.

Education & Experience

- Minimum 5 years of experience in development or donor relations/stewardship with concentration on business development and sales with major donors / major gifts.
- Bachelor's degree required.
- CFRE certification preferred though not required.
- Demonstrated ability to create and implement strategies that lead to improved organizational effectiveness and community impact.
- Adapts to changes in the work environment.
- Ability to manage competing demands and deadlines and manage multi-tasking.
- Expresses ideas and thoughts clearly and concisely, both written and verbally.
- Exhibits exceptional listening skills.
- Excellent computer skills, including Word, Excel, database management and Internet research, as well as the ability to master new software programs.
- Ability to work in a team and independently.
- Exceptional relationship development skills.
- Some additional development / community foundation training will be required / provided.
- Understanding the importance of stewardship and service.
- Ability to discreetly handle confidential information, such as contributions and other related correspondence.

Akron Community Foundation is an equal opportunity employer. The salary range for this

position is \$60,000-\$80,000 and also includes a comprehensive benefits package. Please send cover letter, salary requirements and resume with three (3) references to De Shawn Pickett at dpickett@akroncf.org by Friday, March 29, 2024.