



Job Title: Donor Impact Manager
Department: Philanthropy
Reports to: Vice President of Philanthropy
Effective Date: August 2022
Salary Range: \$70,000 - \$80,000

Working at the Vermont Community Foundation

For more than 35 years, the Vermont Community Foundation has served Vermonters and their families through philanthropy and building stronger communities. Our mission—Better Together: inspiring giving and bringing together people and resources to make a difference in Vermont—provides the bedrock for our workplace culture. Our employees are passionate about making a difference every day. We approach our work with curiosity, respect, and integrity and believe in collaboration, equity, and diversity. When you join our team, your work will matter.

Position Overview

This newly created position of Donor Impact Manager plays a key role in supporting and sustaining the Foundation's relationship with its fundholders and donors, strengthening connections to the communities we serve, and advancing key organizational strategies and priorities.

As philanthropy and the Community Foundation grow, the Foundation recognizes a need for additional capacity to support its growing community of fundholders and donors. The Donor Impact Manager is a full-time position who will work closely with fundholders and identify ways to provide the highest level of service in support of their charitable giving. The Manager leads a team who is responsible for addressing fundholder needs and seeking opportunities to enrich their experience of giving to and through the Foundation.

The Donor Impact Manager will create a centralized system for identifying, coalescing, and sharing funding opportunities with fundholders who have established funds or are receiving advising services. The position requires a highly motivated and client-centered professional who possesses excellent research acumen, superior interpersonal skills, succinct writing and communication capability, ability to manage others, and a talent for project management and organizational systems.

This position manages the Donor Impact Specialist (1 FTE).

Essential Responsibilities

Overall

- Build a Donor Impact team that will deliver strategic approaches to expanding philanthropy and provide high quality stewardship to donors and fundholders in order to maximize giving to and through the Foundation
- Create systems that manage knowledge effectively across the organization and with external partners
- Bolster community connections that drive awareness of, and participation in, the work of our organization

Donor Impact Plan

- Design and oversee the implementation of the Donor Impact Plan, which includes a range of standard and customized services, to best meet the needs of fundholders and identifies priorities, efficiencies, and specialized support
- In close partnership with members of the Philanthropy Team, develop and coordinate stewardship plans for fundholders and professional advisors to ensure high quality customer service
- Develop benchmarks and processes to measure success in delivering donor services and uses knowledge gathered to continually enhance the stewardship program, training and updating staff as needed
- Oversee the administrative workflow of all funds and the new fundholder orientation process
- Coordinate with Admin/Operations team to train staff on organization-wide customer service standards to be used with donors, fundholders, and prospects
- Ensure consistent response times and donor services
- Based on an assessment of organizational capability, donor capacity and market trends, develop, initiate, and support the ongoing execution of inclusive, comprehensive, and effective fundholder stewardship strategies, products, and services to evolve the Foundation's impact plan
- Oversee the integration of donor impact with relationship management: Donor Impact team is responsible for capturing donor interests for the purpose of marketing, business management, and for customizing donor engagement (both responsive and proactive service)

Knowledge Management

- Create knowledge management systems to improve the procurement, accessibility, and presentation of information about Foundation initiatives and co-grantmaking/investment opportunities, nonprofit organizations, initiatives, and projects that meet community needs
- Use technology and systems to track donor interest areas, grantmaking styles, and preferences to inform stewardship plans
- Coordinate with the Grants and Community Impact team to surface, evaluate, and present proposals to share with fundholders that align with the Foundation's work to close the opportunity gap

- Research and coalesce information on critical community issues and nonprofit organizations to create customized grant slates for funders and donors across a wide range of fundholder interests, such as the arts, environmental protection, education, social justice, rural economic development, and housing
- Coordinate with the Grants and Community Impact team and Insight Hub staff on outreach and research to maximize and streamline the Foundation's interactions with nonprofit and other community partners
- Share and frame educational opportunities to support donors and fundholders

Communications and Community Connections

- Develop content for outreach and educational communications, programs, and events for fundholders on trends and best practices in grantmaking and impact that inspires new and additional charitable giving.
- Create presentations, reports, and material that support the philanthropic advising team in their meetings and stewardship of professional advisors, related to advising services and fundholder/legacy impact
- Provide content for and coordinate with community partners and the Communications team on educational programs for Professional Advisors.

Leadership, Learning, and Innovation

- Serve on the department management team
- Establish key performance metrics for impact and innovation
- Set department goals and targets for success
- Commit to personal and professional development, staying abreast of emerging trends and best-practices in philanthropy including the values of equity and racial justice
- Apply new approaches to giving, emerging practices in prospect and donor engagement, family philanthropy and multi-generational giving
- Maintain and expand technical awareness and knowledge of current federal and state regulations related to grantmaking
- Demonstrate curiosity, humility, and an ongoing willingness to learn, coach and teach others
- Promote a positive and inclusive culture through direct communication, inviting participation and feedback, and engaging in cross-departmental working groups and committees

Key Competencies

Our organization's culture is designed to inspire and empower employees to do their best work every day, and we are committed to creating a safe, inclusive, and positive workplace. In keeping with our core values, we are seeking team players who bring the skills and qualifications named below and who value collaboration, diverse perspectives, and community.

- High degree of curiosity, integrity, and initiative
- Ability to research, assess, and organize large volumes of information about content areas, organizations, and constituencies of interest to the Foundation, fundholders, and donors
- Ability to coach and develop others, carry out performance reviews and work with staff on career development

- Demonstrated ability to delegate effectively
- Seek continuous improvement in processes and systems
- Proven ability to interact respectfully and effectively with a diverse range of existing and prospective donors, fundholders, community leaders, professional advisors, and representatives from nonprofit organizations
- Excellent writing, editing, and proofreading skills with the ability to gather, distill, organize, and communicate information clearly
- Ability to prioritize, organize, and manage multiple competing assignments, projects, responsibilities, and clients
- Professional record for stewarding donors and/or clients while adhering to very high standards of service excellence, responsiveness, empathy, and integrity
- Must exercise discretion and demonstrate good judgment with sensitive and confidential information
- Able to embrace change and growth in service to making a greater impact in Vermont
- The ability to take a proactive role in team efforts, promote cooperation and collaboration between team members and across the organization
- Enthusiasm for the best interests of Vermont and Vermonters, including a commitment to working towards equity, justice, inclusion, and belonging for all Vermonters
- Proficiency in Microsoft Word, Excel, PowerPoint, and familiarity with database management tools - Ideally proficiency with one or more CRM tracking platforms

Education and Experience

Bachelors' degree and at least seven years of professional experience in the foundation or trust services field with familiarity with cultivation, development, and donor/client services and/or stewardship. (Five or more years of active experience in personal trust can substitute for bachelor's degree.)

Location

This position may be based Burlington or Middlebury. Hybrid schedule an option.

Instructions for Applying

Qualified applicants may send their resume and cover letter to careers@vermontcf.org. Applications will be accepted until the position is filled.

The Vermont Community Foundation is an equal employment opportunity employer. Employment decisions are based on merit and business needs, and not on race, color, religion, gender, gender identity, sex, age, marital or civil union status, national origin, ancestry, sexual orientation, place of birth, citizenship, military or veteran status, HIV status, genetic information, disability, or any other legally protected status as defined and required by state and federal laws.