Cumberland Community Foundation ("CCF") is seeking an experienced and collaborative Donor Services Manager. This position will manage CCF’s donor relationships and fund management services to maximize impact and improve the quality of life in Cumberland County, NC.

Goals for this position include 1) growing giving in Cumberland County through seamless fundraising campaigns and excellent stewardship; 2) assisting local charitable organizations with donor outreach and endowment growth; 3) connecting donors to giving opportunities that create endowment legacies.

Specific responsibilities include:

**Growing support for local charitable organizations** –
- Co-leading CCF’s Giving Tuesday campaign, including online donation catalog systems, assistance for participating nonprofit organizations, and communications;
- Coaching nonprofit endowment partners and assisting with their board education and donor outreach;
- Report giving to designated and agency endowments to the designated nonprofit organization’s leadership.

**Stewardship over existing funds and donor relationships** –
- Supporting existing donors including gift acceptance/processing, donor profile management, gift research/reports, and donor communications;
- Assisting donor advised fundholders with their grant recommendations; Maintaining the online donor portal (MyCCF);
- Co-leading the implementation of CCF’s annual fundholder event (Founders & Friends);
- Assisting with the organization of annual fund statements and annual giving reports created by the finance team;
- Leading the stewardship over existing donor funds and related services including gift history reports, grant history reports, fund balance inquiries.

**Connecting with new donors and professional advisors** –
- Assisting in the development of and implementation of CCF’s fundraising and donor outreach strategy; developing new gifts and connecting with new donors;
- Onboarding new fundholders and setting up new donor funds and related systems;
- Reaching out to prospective donors through events and communications;
Growing relationships with professional advisors through targeted communications and the annual professional advisor breakfast;
Developing donor-focused content for newsletters and webpages;

Other duties –
Delivering donor services and fund management per applicable laws, CCF policy, National Standards, and donor intent;
Representing CCF at community meetings and presenting to civic groups, nonprofit boards, and prospective donors;
Developing and leading the staff to maintain the profile and fund coding systems related to donors, professional advisors, prospects, and funds;
Actively updating the contact management system (CSuite) with brief information to retain donor and advised relationship history;
Maintaining photo management system to support long term communications needs and lead the staff in supporting the system (all staff);
Continuously improving the CCF database; Lead the staff in capture of email addresses and phone numbers to build the database; Lead the staff in capturing donor information and interest areas through the donor management system (currently “CSuite”).
Working with the CCF team where necessary to achieve goals and impact and according to policy, standards, and timelines.

Requirements, Instructions, Other Information

Desired experience, education, skills, and knowledge:
- Bachelor's degree required.
- At least three years of progressive employment in project management and relationship management; fundraising and donor services experience preferred.
- Experience working with relationship management databases. Proven data management skills.
- Demonstrated ability to develop positive, productive professional relationships with diverse stakeholders.
- Ability to manage multiple priorities and deliver against deadlines while maintaining the flexibility necessary to adapt, respond to, and meet the needs of the organization.
- Ability to express thoughts, perceptions, and ideas clearly and concisely in oral and written communications.
- Excellent computer skills with proficiency in Microsoft Office and profile-based software.
- Great attention to detail and a willingness to “get in the trenches” to achieve goals.
- Willingness to work with a team in an office environment required.

Other Requirements:
- Must be able to set up, breakdown meeting tables and chairs, and carry a 20 pound file box up a flight of stairs.
• Must have valid driver’s license and transportation to be used in the course of the job.
• Occasional evening meetings with donors required (estimated at two times per month).
• Must reside in Cumberland County, NC.

How to apply:
• E-mail an introductory letter and resume to: Mary@CumberlandCF.Org
  or
• Hand deliver to: Personnel, Cumberland Community Foundation, 308 Green Street, Fayetteville, NC (parking and entrance in back)

CCF is an equal opportunity employer.

Applicants should not call.
Position open until filled.
Pre-employment drug testing and background check required.

Hiring Information:
Reports to President/CEO
Full time / exempt
In-office position
Salary range $45,000 to $70,000 depending on experience
401k 5% match
Group medical
10 holidays/ 20 days PTO

About CCF:
Founded in 1980, Cumberland Community Foundation serves Cumberland County, NC and is the largest grantmaker in Cumberland County, NC. By working with dedicated donors and strong nonprofits, we can improve the quality of life in our community. CCF distributed over $7 million in grants and scholarships in 2021 thanks to the generosity of many donors, past and present.

For more details about Cumberland Community Foundation, visit www.CumberlandCF.org.

Giving together to enhance the quality and spirit of community life.