



HAWAI'I COMMUNITY  
FOUNDATION

## Job Description

Position Title: **Sr. Director of Donor Relations**

Department: **Development and Donor Relations**

Reports To: **VP Philanthropy**

Position Status: **Exempt; Full-Time / Oahu Based**

Date: **September 2022**

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### HCF's Collaboration Philosophy

At the Hawai'i Community Foundation (HCF), we believe that an organization's team as a "whole is greater than the sum of its parts" (Aristotle). To us, this means that we are committed to be a collaborative 'ohana (family) that lives and actionizes our mission, respects, and cares for each other, and innovates and learns together. We understand that we must rely upon all our individual strengths as we partner to provide excellent value and achieve effective results for our generous donors, community partners, and all of Hawai'i's people.

### Position Summary

Like all HCF team members and volunteers, the Sr. Director of Donor Relations (SDDR) exudes the **heart and passion** for HCF's mission: to inspire generosity, advocate for equity, forge connections, and invest in the community to create a better Hawai'i. Specifically, the SDDR role is to ensure:

- That donors feel acknowledged and recognized and understand how grateful HCF is for their support.
- That donors are informed about the uses of their gifts, understand their impact.
- That donors are known to HCF and have high confidence in HCF as a steward of their gifts.
- Donors are motivated to continue to give to HCF and/or its initiatives and refer HCF to their friends.

The SDDR is a member of the DDR leadership team and is responsible for collaboratively designing and leading an organization-wide stewardship and communications practice for HCF's donors.

### Essential Position Responsibilities

Key responsibilities fall within primary areas of focus and are as follows:

#### *Strategic Donor Relations*

- Partner with colleagues to create, execute and track personalized stewardship plans for key donors participating in HCF Initiatives including Fresh Water Initiative,

Promising Minds, Stronger Together and other strategic priorities of the Foundation.

- In collaboration with development teams, drive increased philanthropic support for HCF Initiatives through a sophisticated stewardship program that focuses on engagement, renewal, and retention in concert with development staff.
- Develop criteria for measuring HCF Initiative stewardship and retention success, track and evaluate results, and advise leadership of on-going progress and recommend actions

#### *Donor Relations and Legacy*

- Manage reporting to donors to assure them that funds are being used as designated and the impact of those funds.
- Create, manage, and drive all donor relations projects by developing timelines, deadlines, assigning roles and responsibilities and directing implementation.
- Work collaboratively with HCF's Planned Giving team to develop and grow HCF legacy gifts and ensure consistent and productive internal practice for donor recognition and stewardship.
- Conceptualize, draft, and prepare briefing materials for donor and prospect visits.
- Maintain all donor and prospect interactions and plans in HCF's ReNXT database.

#### *Donor Communications*

- Establish vision and strategic direction and plan for donor communications and messaging to support the HCF Development and Donor Relations Department.
- Oversee donor communications strategy which will include oversight of initiative stewardship communications, including designing gift acknowledgments, donor recognition and engagement, and principal donor communications. Partner to create, execute, and track personalized stewardship plans for key benefactors, encompassing special donor touches, principal donor communications, and appropriate recognition.  
Provide strategic direction for donor communications including publications, mailings, electronic communications, donor strategies and events.

#### *Strengthen the Philanthropy Team*

- Utilize and lead with best practices
- Motivate top performance and accountability through mentoring and shared, and clear communication of collaborative goals and objectives of direct reports

#### *Collaboratively Drive the Success of HCF*

- Establish and maintain effective relationships with existing donors, clients and partners to enhance donor satisfaction
- Deliver a collaborative leadership style internally with DDR and HCF colleagues to achieve greater results
- Serve as collaborative partner with the strategic and community granting department to ensure comprehensive relationship management strategies are utilized.

### *Other Responsibilities*

- Serve as a knowledgeable and collaborative representative of HCF in the community
- Partner collaboratively with other staff members to ensure effective outcomes
- Live the HCF values (act with integrity, treat others with respect and compassion, believe in the power of partnerships, have fun, make a difference every day)
- Put HCF's values into action using the HCF 3.0 Change Compass Points (achieve effective results, provide excellent customer service and value both internally and externally, collaborate, learn and improve, innovate and take risks, and focus on HCF's community mission)
- Perform other duties as assigned

### **Position Requirements**

HCF believes in ensuring that our team members can thrive in their positions. Accordingly, the Sr. Director of Donor Relations must possess the following knowledge, skills, abilities, experience, and education:

- Bachelor's degree required. Educational background in communications, community development and organizing, political science or related field preferred.
- Eight (8) years of professional work experience minimum in the areas of relationship development, stewardship, fundraising and/or major gifts in a nonprofit setting in Hawai'i.
- Proven experience successfully meeting progressively larger fundraising goals, including those achieved through face-to-face donor meetings and solicitations.
- Successful track record of effectively identifying, researching, and prioritizing new major donor prospects. Experience with RE and prospect research software such as Wealth Engine strongly preferred.
- Demonstrated passion for the betterment of Hawaii and its people
- Knowledge, sensitivity, and understanding of the history and complexities of Hawaii's multicultural community
- Capable of thriving in a highly collaborative and flexible organization with an appreciation and respect for colleagues of diverse backgrounds and perspectives and an enthusiasm to continually shift and evolve to meet the needs of the community, clients, and donors
- Exceptional interpersonal skills including the ability to communicate effectively with varied constituents including government officials, business and nonprofit leaders, and donors
- Ability to be extremely discrete in working with or having knowledge of sensitive or confidential information related to client and donor information, relationships, and funds
- Knowledge of shared governance, institutional administration, and collegial interaction in a nonprofit environment
- Strong and demonstrable skill set in efficiently planning, organizing, coordinating, and directing multiple projects and activities with various deadlines simultaneously
- Excellent research, analytical, writing, presentation and organizational skills
- Ability to perform work with attention to detail and accuracy
- Digital fluency with Blackbaud Raiser's Edge, Grants Edge, databases, internet applications, etc.

- Strong computer skills in Microsoft Word, Excel, Outlook, and PowerPoint
- Strong math skills to review and produce business reports

**Work Environment, Physical, and Mental Demands**

- Works under regular office conditions with the ability to work remotely
- General office hours are Monday through Friday, 8:00 am to 5:00 pm on the island of Oahu, with flexibility per needs of the business
- Required to travel as needed
- Ability to operate general office equipment including computer, copier, printers, etc.
- Ability to lift, carry, push, pull, up to 25 lbs. of general office material or equipment

Salary Range: \$105,000 - \$120,000

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