

Position Title: Director of Client Relations and Communities of Giving Legacy Initiative

Organization: Community Foundation for Greater Buffalo

Salary:

AFP-WNY Post Date : 08/30/2023

DEADLINE TO APPLY: OPEN

POSITION SUMMARY:

The Director, Client Relations and Communities of Giving Legacy Initiative (CGLI) (DCR/CGLI) reports to the Associate Vice President, Giving Strategies. The primary focus of this position is to proactively engage the Community Foundation's current clients and strengthen relationships with an assigned portfolio of clients by serving as a trusted philanthropic advisor (75% of time). In addition, the DCR/CGLI will, with the support of a cross functional team, lead this existing volunteer driven CGLI Council to advance the mission of CGLI which is to advance trailblazing youth of color (25% of time). CGLI was established in 2008 as an initiative of the Community Foundation for Greater Buffalo. The CGLI Council is comprised of leaders of color who share a desire to "pay it forward" in honor of those who helped them succeed and the DCR/CGLI will carry out the strategic plans and policies established by the Council for the CGLI Initiative

The DCR/CGLI will provide premier client service, outreach, advisory and educational activities with the end goal of establishing the Community Foundation as clients' preferred philanthropic vehicle. This position will serve as a representative of the Community Foundation in interactions with its current and prospective clients, advancing the Community Foundation's values and brand. This role requires sensitivity and integrity, due to DCR/CGLI's potential influence in the community and access to the Community Foundation's and clients' highly confidential information. As such, the DCR/CGLI must maintain high standards of ethics and confidentiality.

KEY RESPONSIBILITIES

Client Relations

- Implements the Community Foundation's client service goals to engage and retain current clients and attract and cultivate prospective clients.
- Manages a portfolio of clients through deliberate cultivation based on proactive individualized plans. Cultivation plans are created in coordination with the Giving Strategies team and are designed to increase current and prospective client engagement across specific metrics which are aligned with the Community Foundation's strategic goals.
- Provides high-level service to each individual, family or organizational client, establishing understanding and expectations with clients and prospective clients.
- Maintains regular communication with clients, with a focus on engagement and outcomes.
- Responds to client inquiries in a timely manner, executes client requests, maintains database information, and monitors the Community Foundation's opportunity to further engage clients.
- Researches, develops, implements, and evaluates specific client relations services, programs, and events to further engage current clients.
- Participates in the new client welcoming process and ensures smooth transition from being a prospective client to a welcomed client.
- Utilizes benchmarks and processes to measure and report success in delivering client services.
- Be gracious to all and be able to relate effectively with a wide spectrum of people in the community, including the Board of Directors, clients, grantees, and the general public.
- Works alongside colleagues in supportive and collaborative manner; teaming to provide solutions which advance Community Foundation goals.

CGLI

- Lead a cross functional team to support the work of CGLI .
- Work with CGLI Chair to plan, coordinate and facilitate quarterly CGLI Executive Council meetings and quarterly CGLI Council Meetings
- Support the CGLI Council and volunteers in meeting program goals for access opportunities for youth of color
- Assist in developing three-year strategic planning cycles and annual work plans
- Provide project management for all components of the work plan
- Facilitate relationships between and among the CGLI Council and donors, volunteers, youth of color and their families, community-based organizations (CBOs), community collaborators, local and national foundations and the community-at-large
- In collaboration with the Community Foundation Communications Team, design and implement the CGLI's outreach and marketing program, using appropriate tools such as social media to connect with audiences and instill the importance of consistent messaging and storytelling.
- Manage and support RFP process for external CGLI agency partners to administer Close UP and The Young Philanthropist programs.
- Builds the CGLI network—proactively shapes and manages the “word-of-mouth” reputation of the Community Foundation

Travel

- Generally, travel is primarily within eight counties of Western New York. Some domestic travel may be required for job training and professional development

TECHNICAL EXPERTISE/EXPERIENCE AND QUALIFICATIONS:

- Bachelor's degree
- Seven years or more experience in the nonprofit sector or a related field (i.e., client service, financial services, sales/development or planned giving)
- Ability to apply and adapt required expertise to organizational particulars
- Business acumen and client development experience; community knowledge and investment knowledge a plus
- Working knowledge of computer word processing and spreadsheets
- Exhibit excellent oral and written communication skills; can write clearly and be able to explain complex topics simply
- Fluency in donor management databases; C-Suite preferred
- Proven interpersonal and organizational skills in collaborating with multiple agencies and diverse audiences
- Well-developed volunteer management: experience with matching volunteers and roles, project management and budget development experience, and a proven ability to manage multiple assignments simultaneously
- Outreach experience, including public speaking skills, as well as fluency in state-of-the-art digital communications technology

ABOUT THE COMMUNITY FOUNDATION

For more than a century, the Community Foundation for Greater Buffalo has enhanced and encouraged long-term philanthropy in the Western New York community. A 501 (c)(3) organization, the Community Foundation's mission is: Connecting people, ideas, and resources to improve lives in Western New York. Established in 1919, the Community Foundation has made the most of the generosity of individuals, families, foundations and organizations who entrust charitable assets to the Community Foundation's care. Learn more at cfgb.org.

TO APPLY:

Community foundations are designed to grow and evolve as our community's needs change, and new positions are regularly created as a result. As the Community Foundation for Greater Buffalo continues to grow, we're looking for talented people who want to use their abilities to make a lasting difference. If that is you, then please send a cover letter explaining your interest in this position and what you would bring to the Community Foundation for Greater Buffalo.

Send cover letter and resume as a single Word or PDF document via email to: Jobs@CFGB.org. Please submit responses electronically via email. However, responses may also be received by the U.S. Postal Service if an electronic medium is not available. No calls please.

Application deadline: Open until filled. We thank all candidates for their interest; however, only those selected for an interview will be contacted. The Community Foundation for Greater Buffalo is an equal opportunity employer that values diversity, practices inclusion and works to advance equity.