

Position Title: Giving Strategies Associate

Organization: Community Foundation for Greater Buffalo

Salary: \$50k – \$60k

AFP-WNY Post Date : 09/25/23

DEADLINE TO APPLY: OPEN

POSITION SUMMARY:

The Giving Strategies Associate reports to the Associate Vice President, Client Relations and Communications, and plays an important role in supporting the work of the Giving Strategies team as it helps many generous individuals, families, foundations, and organizations accomplish the good they wish to do in Western New York and beyond. The Giving Strategies Associate provides responsive and professional customer service to our clients, processes gift and grant letters, supports the team administratively and assists with special projects as needed. This position is based primarily in the office.

Successful Giving Strategies Associates are highly detail oriented, organized, community-minded, service-oriented, and excellent at follow through and client service. They enjoy learning about the unique needs of each client in order to provide them with excellent service and are motivated by the important mission-driven work of the Community Foundation to improve lives in Western New York. The Giving Strategies Associate helps to ensure that the Community Foundation's client relationships are serviced with excellence.

In addition, this position requires sensitivity and integrity due to the Giving Strategies Associate's access to clients' highly confidential information. As such, the Giving Strategies Associate must maintain high standards of professionalism, ethics and confidentiality, and use discretion and independent judgment when making decisions. Accuracy in all client communications is of utmost importance in this position.

KEY RESPONSIBILITIES

- Responsible for the recording and processing of contributions made to the Community Foundation and ensuring all gifts are promptly and accurately entered and acknowledged. Provides support by ensuring donor information is accurate in the database.
- Manage grants requested by clients and manage the approval and mailing processes to ensure completion in a timely and accurate manner.
- Prepare and distribute communications to clients to acknowledge their donations and to communicate information about their charitable distributions ("grants"); follow acknowledgement processes to ensure compliance with Community Foundation policies
- Assist the Stewardship Officer in ensuring fund statements are distributed to clients Assist with coordinating client related meetings such as the quarterly Investment Reviews, including scheduling, taking responses and day of preparation.
- Assist Client Relations team members with the process of closing funds Maintain contact information for clients, prospective clients, affiliates of the Community Foundation and grantees, as well as records of communication with clients.
- Organize and file electronic and hard copy client files.
- Provide clients with excellent personalized service. 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.
- Assist clients in achieving their charitable objectives by connecting them with the correct Community Foundation team members.
- Ensure accuracy throughout all the above responsibilities.

QUALIFICATIONS:

- Bachelor's degree preferred Minimum of two years experience (or equivalent) in the nonprofit or related field (client service, financial services, sales/development or planned giving)
- Able to perform the core duties of the role within 30 days of hiring
- Ability to attend off-site events, such as community events and meetings, and represent the Community Foundation appropriately.
- Experience with CRM and proprietary databases preferred
- Demonstrated computer proficiency with Microsoft Office, including Word and Excel, and an ability to manipulate database information in a PC environment
- Understanding and adherence to high standards of ethics and confidentiality Salary Range: \$50k – \$60k

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:

Send cover letter and resume as a single Word or PDF document via email to: Jobs@CFGB.org.

Please submit responses electronically via email. Response 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.