Manager of Donor Services

Position Summary
The Manager of Donor Services will help build and manage a philanthropic endowment dedicated to ensuring Wichita continues to thrive, and provide services to donors to the Wichita Community Foundation, to help them achieve their charitable giving goals.

The Manager cultivates and delivers exceptional service to donors and prospective donors. The Manager supports the President & CEO in implementing strategic goals, focusing on Foundation growth and community impact. He/she coordinates with the CFO in areas of operations and policy, and monitors trends in the philanthropic community. He/she works with the Director of Nonprofit Services to connect fund holders and non-profits. The Manager also works with staff to assure that information systems support donor services at WCF.

Major Accountabilities
- Serve as personal contact to donors, ensuring they receive timely and accurate service
- Responsible for new donor agreements, orientation and welcome packets
- Handle questions and requests from donors and ensure that donors receive excellent customer service from all WCF staff
- Resolve donor issues as they arise
- Assist donors in implementing generational giving and charitable priorities
- Implement strategies to increase donor engagement in WCF activities and initiatives
- Plan donor activities in conjunction with WCF staff
- Help fund holders and professional advisors learn about area nonprofits and the needs of the community
- With the CEO, develop and implement educational opportunities to strengthen the Foundation’s presence in the community.
- Develop and maintain a knowledge base of the various types of funds, and their associated tax benefits, by which donors may contribute to the Foundation.
- Assist the Communications Coordinator with materials to support donor engagement strategies
- Maintain current donor information and notes in FIMS database
- Collect and maintain data about prospective donors
- Work with Executive Assistant to prepare documents for donors, such as fund forms, grant recommendation forms, and information packets
- Assist in formulating budget for donor services activities
- Assist the President and CEO and Board in preparing individualized plans for further cultivation of existing donors and identification of prospects
Skills and Qualifications

- Five years of experience in nonprofit or foundation fund development work.
- Track record of establishing relationships based on trust and personal connections
- Excellent presentation skills, including public speaking, written communications and use of electronic media
- Knowledge of and ability to communicate about motivations for giving
- Ability to clearly articulate why building a permanent community endowment matters
- An understanding of the balance between building long-term relationships, while still driving near-term growth
- Well-organized, goal-oriented and flexible regarding occasional weekend or week night work commitments
- Ability to manage multiple projects
- Excellent computer knowledge with proficiency in Microsoft Office; prefer experience with database software.

Interested candidates should submit a resume, including salary history, to Jennifer Kwe jkwe@wichitacf.org by April 15, 2019. No phone calls, please.