

## **Donor and Fund Services Associate JOB ANNOUNCEMENT**



**Job Title:** Donor and Fund Services Associate  
**Reports To:** Director of Data and Operations  
**Department:** Finance and Administration  
**Average Hours Per Week:** 40  
**FLSA Status:** Exempt

Rose Community Foundation seeks a Donor and Fund Services Associate to serve as the primary administrator for transactions, operations and data for the Foundation's philanthropic services work. This position has primary responsibility for gift and contribution entry and acknowledgement and processing donor-advised fund grants and nonprofit fund distributions. This position works closely with the philanthropic services team to create and generate reports for internal and external stakeholders to support the team in developing and implementing a data-informed approach.

### **ABOUT ROSE COMMUNITY FOUNDATION**

Rose Community Foundation strives to advance inclusive, engaged and equitable Greater Denver communities through values-driven philanthropy. The Foundation envisions a thriving region strengthened by its diversity and generosity, and it utilizes the varied tools at its disposal – grantmaking, advocacy and philanthropic services – to advance this aspiration.

Since its founding in 1995, Rose Community Foundation has granted more than \$327 million to nearly 2,000 nonprofit organizations and initiatives in the seven-county Greater Denver area. The Foundation has \$330 million in total assets under management, with annual grantmaking of nearly \$25 million. The Finance and Administration team works at the cross-section of the Foundation's grantmaking and donor services work, providing cross-departmental support and powering the systems and processes that enable its community impact. The Donor and Fund Services Associate plays a critical role in this cross-departmental work, actively partnering with the Philanthropic Services team to support the Foundation's work to engage donors, support fundholders, and increase resources dedicated to strengthening the Greater Denver region.

### **PERSONAL CHARACTERISTICS AND ATTRIBUTES**

The ideal candidate will thrive in a mission- and values-driven, fast-paced, multi-faceted work environment. They will be eager and quick to learn new applications and systems. Detail-oriented with a mind for data and databases, they will enjoy thinking about how data should be gathered, organized, extracted, and utilized and take pride in developing processes that help the Foundation carry out work with greater effectiveness, efficiency and creativity. A tech-savvy process guru with a strong collaborative orientation, their skill set will enable them to successfully manage the various transactions, operations, and data needs of the Foundation's donor services work.

A team player who provides excellent internal and external customer service, they will thrive when developing and improving processes, collaborating with colleagues on data reporting projects, or helping to support fundholders and donors with their contributions and grants. Collaborative, detail-oriented and highly organized, they will find personal and professional alignment with our mission to advance inclusive, engaged and equitable Greater Denver communities.

They must be accountable and responsive, as well as effective at working independently and managing their own time. Self-awareness, humility and humor, empathy, and personal and professional integrity are key attributes of all members of our team, as are flexibility and the ability to thrive in an evolving organization.

The Donor and Fund Services Associate will contribute to a positive work environment, consistently demonstrating the Foundation's culture and values of equity, justice, diversity and inclusion, empathy, generosity, community, and transformation through collaboration.

## **DUTIES AND RESPONSIBILITIES**

### **Gift Entry and Grants Processing**

- Process gift entries and acknowledgements for all contributions received by the Foundation
- Process and administer all grants and distributions from funds housed at the Foundation on behalf of donors, nonprofits, and collaborative giving initiatives (donor-advised and donor-designated funds, nonprofit designated and nonprofit endowed funds)
- Manage grants administration for the Foundation's donor-advised funds, initiatives and giving circles, including processing incoming grant applications and recommendations, performing due diligence, supporting the grant review process, providing basic grant contract preparation, grant tracking and reporting
- Administer the Foundation's online Fundholder Portal and Donation Portal including uploading reports and documents, updating content, ensuring all system-generated communications are current and managing access and permissions
- Provide excellent customer service and fundholder stewardship in response to basic inquiries and technical assistance requests from donors, fundholders, potential grant applicants and grantees
- Administer the Foundation's matching gifts program for staff, board and committee members
- Help ensure accuracy, completeness and integrity of electronic grant files
- Prepare and mail grant and distribution checks and acknowledgement letters
- Provide redundancy and back-up support for the Foundation's Programs grant administration functions

### **Data, Systems, and Reporting**

- Serve as a thought partner to, and implementation lead for, the Philanthropic Services team in analyzing, using, and communicating data and trends internally and externally with the goals of driving fundraising and aligned funding, informing donor-engagement and stewardship efforts, monitoring activity and progress towards goals, and developing and evaluating departmental strategies
- Coordinate and support the generation and distribution of reports to Foundation fundholders
- Create and export both ad hoc and scheduled reports and maintain a reporting dashboard with core data relevant to philanthropic services work
- Participate in a cross-departmental team of core database users responsible for developing and maintaining systems and processes, sharing best practices, providing training and support, and ongoing database maintenance within their respective teams
- Serve as a resource and database "power user" for the philanthropic services team, helping to develop and implement customer relationship management functions of the database and supporting reporting and data imports
- Other duties as assigned

## **SUPERVISOR RELATIONSHIP**

The Donor and Fund Services Associate reports to the Director of Data and Operations and is a member of the Finance and Administration department. The Donor and Fund Services Associate does not have administrative support or direct reports.

## **QUALIFICATIONS, EXPERIENCE AND SKILLS**

### **Required**

- At least two years' experience in database, gifts or grants management
- Experience contributing to, and supporting groups through, multifaceted projects
- Familiarity with a range of software including database and grants management systems and highly skilled with Microsoft Office Suite (Excel in particular)
- Experience providing technical support to end users
- Experienced and committed to providing excellent customer service to donors, fundholders and colleagues
- A team-player and self-starter who is able to work well collaboratively and independently
- Demonstrated ability to plan, prioritize, follow through and track multiple work streams under deadline
- Grasps new concepts and masters new skills, systems and processes quickly
- Detail-oriented and analytical with strong critical thinking skills and the ability to effectively synthesize, analyze and visualize data
- Excellent verbal and written communication skills both one-on-one and in meetings, correspondence, and formal work products, with strong attention to detail
- Proven track record of working effectively across different settings, communities and issues with people of diverse backgrounds, perspectives and cultures
- An understanding of – or willingness to learn about – diversity, equity and inclusion (DEI) principles and practices and a commitment to incorporating them into internal and external work
- Commitment to the Foundation's core values and culture

### **Preferred**

- Bachelor's or Associate's degree or equivalent life and work experience
- Working knowledge of Foundant CommunitySuite and Grant Lifecycle Manager
- Familiarity with philanthropy and the nonprofit sector
- Knowledge of the Greater Denver community and nonprofit landscape

## **SALARY & BENEFITS**

This full-time, exempt position's hiring range is \$40,000-\$55,000, commensurate with background, experience, and sector benchmarks. Rose Community Foundation offers a competitive benefits package including employer-supported health, dental, vision, and life insurance; short- and long-term disability coverage, a 403(b) retirement plan (including an annual employer contribution after one year of employment), flexible spending account, employee assistance program (EAP), generous paid time off including holidays, professional development opportunities and a matching gift program.

## **WORKPLACE**

Brand-new office with a collaborative environment located in a building with a café, gym, secure indoor bike parking, covered employee parking, and convenient access to parks and trails. Due to the COVID-19 pandemic, Rose Community Foundation's physical office is currently closed, and all employees have been working remotely as a health and safety precaution since March 2020. Now that our staff is fully vaccinated, we will return to full-time in-person operations in our office in mid-June before this position is filled. The Foundation expects all team members to be fully vaccinated against COVID-19.

### **HOW TO APPLY**

Submission deadline is **5:00 p.m. on Wednesday, June 9, 2021**. Interested candidates should email their cover letter and resume to [search@rcfdenver.org](mailto:search@rcfdenver.org) with the subject line "Donor and Fund Services Associate." No phone calls or additional email messages please.

### **DIVERSITY, EQUITY AND INCLUSION**

Rose Community Foundation believes in the importance of diversity, equity and inclusion (DEI). The Foundation is committed to equal employment opportunities and prohibits the unlawful discrimination against applicants or employees based on race, color, national origin, ancestry, creed, religion, sex, age, disability, genetic information, veteran status, sexual orientation, marital status, gender identity or any other characteristic protected by federal, state or local law.