



Brainerd Lakes Area Community Foundation (BLACF)

Job Title: Donor Services and Communications Coordinator
Date: January 2023
Exemption Status: Non-Exempt (40 hours/week)

Job Specifications

Education: Four-year college degree, preferred
Related Experience: 2-4 years' experience in fundraising, public relations, and/or related philanthropic positions
Supervision Given: None
Supervision Received: BLACF Executive Director (ED)

Job Summary: The Donor Services and Communications Coordinator assists the Executive Director by supporting the Foundation's asset development activities, including but not limited to, the creation of new funds, gift recognition and maintenance of service to donors and organizations. The Donor Services and Communications Coordinator (DSCC) also assists the Executive Director in cultivating relationships with professional advisors, providing staff support to Foundation initiatives, working on special events, maintaining the database, and representing CommunityGiving (CG) as assigned. This role coordinates the creation and dissemination of all BLACF communications across various platforms as directed by the BLACF Executive Director and in collaboration with CG Marketing Team.

Job Duties

1. Donor Services:
 - a. Assists the Executive Director in ensuring stakeholders, defined as current and prospective donors, grantees, professional advisors, board and committee members, etc., receive excellent customer service. This could include answering questions, assisting with grants or connecting with additional resources.
 - b. Provides volunteer management and staff support as directed by the ED.
 - c. Supports the Executive Director in collecting information for new funds, by drafting fund agreements and through the fund review process.
 - d. Maintain current and accurate records of contacts with donors and prospects in the database to enhance donor engagement and satisfaction.
 - e. Works with the Executive Director to ensure timely gift recognition.

2. Community Relations:
 - a. Attends various community events to represent BLACF and engage with donors and prospective donors.
 - b. Participates in the planning and implementation of special events and annual campaigns for example the BLACF Annual Dinner, Professional Advisor events and Campaign for Philanthropy.
 - c. Key affiliate level event planning, registration, and set up and take down for local events. Large events will be coordinated with the assistance of CG Operations Manager.

3. Communications:
 - a. Implements approved marketing plans under the direction of BLACF Executive Director and with the collaboration of CG Communications and Marketing team.
 - b. Assists the Executive Director in the Foundation storytelling through written, audio and video formats.
 - c. Serves as lead staff on design and content creation for social media, donor correspondence and specialty publications.
 - d. Follows established brand standards.

4. Administrative:
 - a. Anticipate the administrative needs of the BLACF team through scheduling meetings, coordinating and drafting outgoing correspondence and advance planning functions to ensure timely workflow. Advance planning and workflow management is key.
 - b. Supports BLACF team initiatives as directed. This may include such tasks as: ensuring most current materials are on hand for all stakeholders defined as donors, grantees, professional advisors, board and committee members, etc., maintaining detailed data and coordinating project activities. Utilizes established processes to ensure timely completion and coordination of these tasks.
 - c. Other duties that may present include but are not limited to coordinating in house mailings, database maintenance, sorting incoming mail, check receipting along maintaining public and staff spaces in preparation for daily operations.

Knowledge, Skills and Abilities Desired

1. Understanding of development process including prospect identification, cultivation and campaign management.
2. Excellent interpersonal and communication skills, both oral and written, and excellent customer service skills. Outgoing and interacts well with people.
3. Ability to understand BLACF and surrounding community in order to create stories and/or targeted content.
4. Proficient in posting content to websites and social media that is researched and factual.
5. Excellent analytical, organizational and creative problem-solving skills.
6. Accuracy and attention to detail.
7. Able to work autonomously and to function in a team relationship.
8. Proven ability to manage and motivate volunteers.

9. Ability and curiosity to learn new digital and technical skills.

Interpersonal Skills/Values

Every staff member employed by CommunityGiving is expected to possess and embrace the values as adopted by the Board of Directors.

We believe in...

- Capturing and preserving the legacy of our donors ... Forever
- Our duty to provide unparalleled, personalized service to our donors
- Inspiring philanthropy across generations
- Utilizing financial resources as a tool to bring about lasting, positive change
- Our responsibility to serve as a trusted local leader and community catalyst, building connections between people who share a common geography

We value...

- Community
We bring people together to leave our world better than we found it. Everyone is welcome at the Community Foundation table.
- Integrity
We recognize that our assets are our people, capital and reputation. If any of these is ever diminished, the last is the most difficult to restore.
- Commitment
We possess an authentic and genuine dedication to the communities and people we serve.
- Innovation
We are committed to being flexible and improving what we do and how we do it, each and every day.
- Optimism
We have a "can-do" attitude that inspires creative solutions.
- Diversity
We integrate the diversity of our local communities in our discussions and actions.
- Generosity
We nurture "a pay-it-forward" approach that supports community-based philanthropy to grow and serve local communities.