



Senior Donor Services Officer

Reports to: Director, Donor Services

Position Status: Full-time, Exempt

Salary Range: \$72,000 – \$80,000

POSITION SUMMARY

The senior donor services officer is responsible for executing a donor services program to promote interaction with and recognition of fund holders (donors) at all levels. The senior donor services officer will also work closely with the director of donor services to manage the goals and expectations of the Donor Services team to ensure goals are met, the appropriate metrics are in place and reporting established to assess performance.

The Donor Services department's goal is to enhance relationships with donors by gaining in-depth knowledge of their values, interests and financial capabilities; matching their philanthropic efforts with The Pittsburgh Foundation's programs; and increasing their gifts to new and existing funds. The officer will lead or participate in projects to form donor partnerships, to organize events and to improve departmental capabilities to manage and service donors.

The ideal candidate will be highly detail oriented; able to keep track of each individual relationship with donors, what their specific needs are and identify opportunities to connect donor interests and needs to the Foundation service and partnership opportunities. All interactions with donors must be carefully recorded in the database to ensure that annual goals set by the department are achieved. The position requires the ability to work independently and solve problems that may arise.

PRIMARY DUTIES AND RESPONSIBILITIES

- Manage and execute the current donor relations process, which includes making and coordinating phone calls, meetings, correspondence, site visits, seminars and surveys.
- Work with the director of donor services to ensure goals of the department are met, that any new donor receives an orientation within six months of establishing a fund and any existing donor receives an annual review, as necessary.
- Complete approximately 100 individual donor stewardship visits annually and provide appropriate follow-up for these relationships.

- Analyze metrics and reporting to strategically engage donors in mission-aligned opportunities and identify those who have the capacity and inclination for new gifts.
- Work in conjunction with the Foundation's Center for Philanthropy to engage in the work we are doing in the community with the goal of increasing grants and raising new funds.
- Keep detailed records of donor's interests, ages, family engagement and potential opportunities for growth.
- Contributes to the development of data management processes that facilitate mission- and interest-aligned funding opportunities for donors, engagement with the Center for Philanthropy services and collaboration among departments.
- Participate and assist in various events and donor engagement opportunities that enhance relationships with donors or potential donors, such as the Wish Book, site visits and donor appreciation events.
- Work with multi-generational donor families to engage them in giving opportunities and connect them with appropriate staff and nonprofits to steward their grant-making experience.
- Present to prospective donor or advisor groups, when assigned.
- Working collaboratively and closely with all staff at the Foundation.
- Other tasks as assigned.

KEY SKILLS AND ABILITIES

- Exceptional customer service with an ability to respond and react appropriately and efficiently to service donors, grantees and community leaders.
- Excellent interpersonal and communication skills.
- High levels of accuracy, productivity and initiative are required.
- High degree of professionalism and the ability to work independently and solve problems.
- Understanding of planned giving and how it relates to fund-raising goals and engagement opportunities for donors.
- Experience developing and implementing project plans and executing them across a department.
- Commitment to the Foundation's values of accountability, collaboration, community, racial justice and trust.

QUALIFICATIONS AND EXPERIENCE

- Bachelor's degree.
- Requires minimum of seven years professional experience in a donor relations or development position.
- High degree of proficiency in Microsoft Office suite.
- Experience with development/sales contact systems.
- Ability to maintain confidentiality.
- Flexibility in meeting changing demands.
- Ability to prioritize work and meet deadlines under pressure.
- Works well within a dynamic team environment.

TO APPLY

Interested candidates should submit resume and cover letter to jobs@pghfdn.org by Jan. 23, 2022.

No phone calls please.

THE PITTSBURGH FOUNDATION IS AN EQUAL OPPORTUNITY EMPLOYER
COMMITTED TO DIVERSITY, EQUITY AND INCLUSION.

ABOUT THE PITTSBURGH FOUNDATION

Established in 1945, the community philanthropy for the Pittsburgh region is one of the nation's oldest community foundations and is the 14th largest of more than 750 similar foundations across the United States. It set a new record for grantmaking, \$67 million, in 2020. As a community foundation, its resources comprise endowment funds established by individuals, businesses and organizations with a passion for charitable giving and fulfilling the Foundation's mission of improving quality of life for all in the region. The Foundation currently manages about 2,500 individual donor funds and, together with its supporting organizations and its affiliate, The Community Foundation of Westmoreland County, has assets of \$1.46 billion. Grantmaking benefits a broad spectrum of basic needs and development opportunities within Pittsburgh and beyond. Learn more at www.pittsburghfoundation.org.