



## Donor Services Officer

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**Status: Full-time, salaried position**

**Position description:** The Donor Services Officer helps fulfill the mission of the Lancaster County Community Foundation by serving as a frontline contact for work with donors who have established or plan to create a fund at the Foundation. This position is responsible for database management, connecting with fundholders and legacy givers, and other internal processes for new fund creation. This position works primarily with donors, grantees, community benefit organizations, and Foundation staff. This position is often, but not fully, an outward-facing role balanced with periods of time in the office.

**Reports to:** Director, Forever Lancaster

**Management responsibilities:** Dotted line management of Finance and Donor Assistant

**Responsibilities:**

- Donor Services Support
  - Serve as the liaison for all new funds. This includes welcoming new donors, making connections, helping set philanthropic goals, providing resources, responding to questions. The position may be responsible for a specific portfolio of donors.
  - Support the Chief Operating Officer and Director of Forever Lancaster in addressing specific questions and needs of donors and advisors associated with funds.
  - Create and implement efforts to connect fundholders with the values and work of the Community Foundation.
  - Maintain and manage clear and accurate donor services records and documentation using donor database.
  - Communicate fund holder portal access instructions and trouble shoot problems for new fund holders.
  
- Administration
  - Work as a key team resource for the Foundation’s donor databases.
  - Manage and run development reports for Forever Lancaster mailings, emails, and fund holder data.
  - Consider and prioritize the needs of current and potential fundholders to develop new materials, emails, and storytelling priorities with the Communications team.
  - Work with Finance and Development Assistant on database cleanup, staying current on entering of donor advised fund grants and contributions, and mailing list management.
  
- Events and Special Projects
  - Primarily responsible for the design and implementation of Forever Lancaster events such as prospective fund holder and legacy giver gatherings, donor education sessions, and professional advisor education series.
  - Promote, monitor, and take the lead role on list management for Forever Lancaster events – from data pulls to follow-up.
  - Develop and implement an endowment learning program for organizations with endowments at the Community Foundation.
  - Support facilitation of Developing Lancaster, a county-wide networking and learning group of fundraising/development professionals from community benefit organizations.

- Assist with special events of the Foundation as needed.
- Other duties as required.

#### **Core Competencies:**

- **Organization and technological skills:** The Donor Services Officer will be handling large amounts of often sensitive information and data, as well as managing multiple processes at the Community Foundation. A person who knows how to organize themselves and is comfortable using multiple software platforms will be successful in this role.
- **Independent worker and self-starter:** The Forever Lancaster (development) team will often, but not always, be working together in the office. Members of the team will frequently be meeting with people, businesses, and organizations around the county. Someone who is eager to manage their workload and schedule and check in when support is needed will be successful in this role.
- **Communications and storytelling:** The Donor Services Officer will be learning detailed, sometimes complicated information about funds at the Community Foundation, the overall work and values of the Foundation, and how that work intersects with community strength and sustainability; and they'll need to communicate this information in a clear way with fundholders and legacy givers. They will work with the Communications team to make decisions about how to communicate externally about fundholders and Forever Lancaster (development) initiatives. A person who can communicate technical information clearly and is comfortable doing so using multiple methods (phone, email, writing, presentations, and public speaking) will be successful in this role.
- **Flexibility and responsiveness:** In the Forever Lancaster (development) team, our work can shift from week to week. Some weeks are in the office, with event planning and/or administration taking precedence; some are more out of the office, running presentations/programs, meeting with prospective fundholders, building relationships with current fundholders. Sometimes our priorities in a day must shift unexpectedly based on donor needs. A person who can respond quickly to external communications, while balancing their necessary tasks, will perform well in this role.
- **Long-term focus:** In the Forever Lancaster team (development), we take a long view of what success looks like in bringing in new funds that support the community. The Community Foundation's mission and work in Lancaster will exist long after any of us stop working here, because that's the nature of Community Foundations. A person who can work with ambiguity, think creatively, and focus on the long-term growth of funds and the endowment will be successful in this role.

#### **Minimum Requirements:**

- Bachelor's degree preferred; exposure to or experience in development, grant process, and/or marketing a plus.
- Ability to support functions outside of regular business hours as needed.
- Access to transportation, to accommodate donor meetings around the county and community events.

#### **Other requirements:**

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. This is largely a

sedentary role; however, the role may require walking, lifting, or standing for periods of time when hosting or representing Foundation at various community functions. In this job, you will occasionally lift boxes, marketing collateral, displays or other supplies of up to 20 pounds, bending or standing as necessary. Note however that reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions.

- Individuals hired for Foundation positions must provide proof of vaccination against COVID-19 unless otherwise prohibited by law. “Full vaccination” is defined as two weeks after both doses of a two-dose vaccine or two weeks since a single-dose vaccine has been administered. Boosters should be obtained over time as directed by the CDC. The Foundation complies with federal, state, and local laws regarding accommodations related to this policy.
- Finalists will be requested to perform pre-employment screening/testing, including a criminal background check and possible skills assessments.

**The Foundation is an equal opportunity employer and does not discriminate regarding sex, gender; gender identity; gender expression; race; color; national origin; religion; creed; age; disability; citizenship; marital or domestic partnership status; sexual orientation; genetic predisposition; military or veteran status; or any other characteristic protected by federal, state or local law, rule or regulation.**

**Please submit resume, references, and salary requirements to [jobs@lanfound.org](mailto:jobs@lanfound.org). Applications will be accepted through January 31, 2022.**