



**Job Title:** Donor Impact Specialist  
**Department:** Philanthropy  
**Reports to:** Donor Impact Manager  
**Effective Date:** January 2023  
**Pay Range:** Salaried Non-exempt: \$27.00 - \$31.25 per hour

### **Working at the Vermont Community Foundation**

For more than 35 years, the Vermont Community Foundation has served Vermonters and their families through philanthropy and building stronger communities. Our mission—Better Together: inspiring giving and bringing together people and resources to make a difference in Vermont—provides the bedrock for our workplace culture. Our employees are passionate about making a difference every day. We approach our work with curiosity, respect, and integrity and believe in collaboration, equity, and diversity. When you join our team, your work will matter.

### **Position Overview**

The Donor Impact Specialist is a full-time position responsible for supporting the Community Foundation's Philanthropy team and the donors who have established charitable funds at the Foundation. As the organization grows, this role is integral to ensuring that the Philanthropy team operates with the efficiency and professionalism expected by stakeholders. By connecting fundholders to the philanthropic resources and tools available to them through the Foundation, the Donor Impact Specialist is critical to growing and maintaining philanthropic assets for impact in our community. Providing support to an ambitious and dynamic Philanthropy team and growing charitable engagement requires a motivated and reliable professional who is highly adaptable, comfortable with change, and who possesses excellent communication and organizational skills, the ability to manage complex projects, research and data analysis skills, and the ability to nurture long-term relationships.

### **Essential Responsibilities**

#### **Philanthropy Team Support**

- Create and manage a calendar of the Philanthropy team's meetings and events
- Maintain files, supplies, agendas, resources, and other materials ensuring they are accessible and up to date
- Support the creation and updating of various reports and dashboards
- Help plan, coordinate, and support internal and external events
- Assist in the preparation of presentations, data analysis, information gathering, and reporting
- Provide prospecting support

- Oversee digital systems to ensure they are running smoothly; Troubleshoot as needed
- Identify and address other administrative needs that accelerate Philanthropy Team efforts

### **Donor Impact Plan**

- Implement components of the Donor Impact Plan at the direction of the Donor Impact Manager
- Field phone and email inquiries about establishing new funds
- Engage prospects and fundholders with curiosity and with deep listening to provide responsive, comprehensive, and strategic service
- Coordinate the orientation of each new fundholder, including sending welcome packets, providing access to the donor portal (known as DonorCentral), and connecting them to their philanthropic advisor
- Serve as the primary contact for fundholders to address their questions such as grantmaking history, fund statements, Giving Together, and DonorCentral inquiries
- Help identify and create the systems, templates, and information needed to deliver the Donor Impact Plan effectively and research new tools to continually provide high quality and efficient delivery of fundholder stewardship

### **Communications and Community Connections**

- Serve as liaison and support to the Communications team regarding events, activities, fundholder communications, etc.
- Annual discretionary fund stewardship
- Work with team to provide high quality stewardship and support to fundholders and donors
- Work closely with our philanthropic advisors to implement and offer enhancements to Foundation's legacy program including planned giving program, nonprofit partnerships, prospecting, intake, and stewardship activities
- Represent the Community Foundation with prospective clients, fundholders and donors, professional advisors, and grantees as needed

### **Data Management**

- Continuous oversight and improvement of Foundation database of record (currently FIMS) and CRM (currently Salesforce) platforms to maximize efficacy and efficiency specifically for fundholder/donor service, the work of the philanthropic advising staff, and to promote long-term relationship development and stewardship.
- Develop and help maintain fundholder and donor files records
- Maintain DonorCentral access for all fundholders including ongoing updates to ensure fundholders are alerted to new giving initiatives and special opportunities for co-grantmaking.

### **Key Competencies**

Our organization's culture is designed to inspire and empower employees to do their best work every day, and we are committed to creating a safe, inclusive, and positive workplace. In keeping with our core values, we are seeking team players who bring the skills and qualifications named below and who value collaboration, diverse perspectives, and community.

- Strong project management experience
- Excellent organizational skills
- Ability to multitask, be responsive, and balance priorities
- Demonstrated record of exceptional customer service with the ability to interact with a diverse range of stakeholders
- Professional experience in the financial/trust services field a plus
- Ability to project manage a variety of projects from start to a successful and timely conclusion; well organized, self-motivated, sociable, and flexible in adjusting to changing circumstances.
- Experience with CRM database management; Familiarity with Salesforce preferred, Pardot (now known as Marketing Cloud Account Engagement) a plus
- Proficiency in Microsoft Word, Excel, PowerPoint
- Demonstrated discretion with sensitive and confidential information and good judgment
- High degree of curiosity in problem-solving and solution finding
- The ability to take a proactive role in team efforts, promote cooperation and collaboration between team members, and encourage open communication
- Superior oral and written communication skills
- Strong digital fluency with an interest in learning and managing a variety of new systems

### **Location**

This position may be based Middlebury or Burlington. A hybrid schedule is an option.

### **Instructions for Applying**

Please send your resume and a cover letter to [careers@vermontcf.org](mailto:careers@vermontcf.org). Applications will be accepted until the position is filled.

*The Vermont Community Foundation is an equal employment opportunity employer. Employment decisions are based on merit and business needs, and not on race, color, religion, gender, gender identity, sex, age, marital or civil union status, national origin, ancestry, sexual orientation, place of birth, citizenship, military or veteran status, HIV status, genetic information, disability, or any other legally protected status as defined and required by state and federal laws.*