



## JOB DESCRIPTION

**Position Title:** Donor Services Officer  
**Reports To:** VP of Development and Communications  
**Position Type:** Full-time, non-exempt

---

### ORGANIZATIONAL OVERVIEW

The Alaska Community Foundation (ACF) is a nonprofit, public foundation with a mission of inspiring the spirit of giving and connecting people, organizations, and causes to strengthen Alaska's communities now and forever. ACF works with donors to increase philanthropy and meet needs around the state through effective grantmaking. Managing more than \$168 million in assets and over 2,000 funds for the benefit of Alaskans, ACF and their 11 local community foundation Affiliates grant between \$6 million and \$10 million annually to charitable projects and nonprofit organizations. This includes awarding approximately two thousand grants and scholarship per year through more than 20 competitive grant cycles and more than 40 competitive scholarship cycles. Since its inception, ACF has awarded more than \$126 million in grants in Alaska.

### POSITION SUMMARY

The Donor Services Officer helps fulfill the mission of Alaska Community Foundation as the lead for ACF's customer service focus, including serving as a frontline contact for transactional and relational work with donors who have established a fund at the Foundation. This position works primarily with donors and grantees. While the position reports directly to the Vice President of Development and Communications, it will work collaboratively with team members across all departments of the Foundation, including members of ACF's Executive Leadership Team. This position is based in the Anchorage office.

### ESSENTIAL FUNCTIONS/ROLES & RESPONSIBILITIES (INCLUDING BUT NOT LIMITED TO)

#### Donor Services Management

1. Serve as manager of ACF's donor customer service approach and processes.
2. Support the organization by effectively managing and directing the collective donor services work flow of the organization.
3. Create effective donor service procedures and standards.
4. Maintain and manage clear and accurate donor services operations documents and procedures (for reference purposes), including creating best practices guidelines and standards.
5. Ensure all ACF staff are trained on donor services procedures.
6. Develop donor satisfaction goals and coordinate with the full ACF team to meet them on a steady basis.
7. Stay informed on the latest customer services industry techniques and methods.

## Donor Services Support

1. Serve as lead point of contact for fund advisors addressing specific questions and needs of donors and advisors associated with funds or directing them to other ACF staff when appropriate.
2. Prepare and maintain accurate electronic and/or hard copy related to donors, funds, gifts and grants including the documentation of donor service activities and discussions.
3. Serve as the primary staff assisting fund advisors with navigation of the Foundation's online grantmaking portal and handling fund related inquiries.
4. Manage intentional communications plan with fund advisors as directed by VP of Development and Communications (i.e., donor outreach, incoming online requests).
5. Manage process to ensure thank you letters from grantees are shared with appropriate fund advisors.
6. Work with fund advisors of funds with low balances and those not following Fund Activity Policy to develop a plan for use of funds.
7. Manage ACF's phone call directory document.

## Database Program Training and Support

1. Participate in setting best practice standards for managing data, communicating protocols to staff and participating in C-Suite trainings and other discussions for the purposes of maintaining a robust and accurate donor database.
2. Manage the donor, fund advisor, and fund activity report and data output functions of ACF's database as needed.
3. Maintain and manage Community Donor portal including password resets and foundation messaging.
- 4.

## Other

1. As with all ACF staff, assume responsibilities necessary to meet ACF's strategic goals.

## KNOWLEDGE/SKILLS/COMPETENCIES

1. Strong commitment to teamwork.
2. Ability to be flexible and willingness to adjust activities and priorities and take on new responsibilities.
3. Thrives in a fast-paced environment.
4. Excellent oral and writing skills.
5. Excellent interpersonal skills, including the ability and willingness to work closely with other colleagues as a team and experience.
6. Comfort in working with high-net-worth individuals.
7. Projects a sense of empathy and understanding when dealing with others, both internally and externally.
8. Applies creativity and good judgment in addressing donor and nonprofit related issues in a professional manner.

## WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS

The work environment and physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required, sometimes for extended periods, to stand or sit. This role is routinely uses standard office equipment such as computers, phones, multi-function machines, and filing cabinets. The employee is occasionally required to climb stairs; use hands to type, finger, handle, or feel; reach with hands and arms; balance stoop, kneel, or crouch; and get in and out of vehicles. The employee must occasionally lift and/or move small or large objects up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception and the ability to adjust focus.

## POSITION QUALIFICATIONS

1. Commitment to the Foundation's mission to inspire the spirit of giving and connect people, organizations, and causes to strengthen Alaska's communities now and forever.
2. Minimum of five years of experience working in customer service, fundraising, donor relations, client relations, or philanthropy (or a combination of equivalent experience).
3. Bachelor's degree or four years relevant experience.
4. Strong computer skills, including direct experience with database management, as well as standard Microsoft Office suite.
5. Strong analytic, interpersonal, and networking skills. Strong team player.
6. Knowledge of and commitment to Alaska.
7. Willingness and ability to work collaboratively with staff and with Board committees.

## COMPENSATION

Salary range is between \$53,000 and \$63,000 and is commensurate with experience and expertise. Benefits include, but are not limited to health, vision, dental and a retirement plan with employer participation after one year of service.

## APPLICATION PROCESS

The Donor Services Officer position is currently open and will close at 5:00 pm on **Tuesday, June 1st, 2021**. Applications must include a cover letter, resume, and three professional references. Please send to Christine Brown at [christineb@alerachr.com](mailto:christineb@alerachr.com).

The Alaska Community Foundation is an equal opportunity employer and welcomes a diverse pool of applicants.