



POSITION DESCRIPTION

TITLE: Development & Stewardship Associate

REPORTS TO: Director of Stewardship

DEPARTMENT: Development & Stewardship (“D&S”)

STATUS: Full-time, Exempt

UPDATED: December 10, 2020

Nature of Work

The Development and Stewardship Associate is an administrative position primarily responsible for providing department-wide support to the Development and Stewardship team. The primary responsibilities of this position include managing and responding to donor emails and calls, managing records in the Foundation’s database, assembling and distributing mailings, assisting with stewardship initiatives and events, scheduling and providing support for internal and external meetings, and other special projects as assigned. Excellent communication skills, both written and oral, are required. A passion and commitment to accuracy, detail, organization, and customer service is a must for this position.

In addition to the responsibilities listed above, the D&S Associate may need to assist with certain data entry tasks such as gift processing and grant processing. As part of the D&S team, the D&S Associate will also be expected to attend D&S and Foundation events, interface with donors and constituents, and assist with the Community Foundation of Louisville’s 24-hour online giving day event.

The D&S Associate’s work is critical to helping the Foundation achieve its mission of being a force for good in community. By interfacing with the Foundation’s donors and various constituents, the D&S Associate establishes key relationships that help the Foundation maintain the trust and confidence of our partners.

Essential Job Duties

- Provide administrative support for the D&S team, including scheduling for the VP and Directors (as needed);

- Monitor and manage the Foundation’s stewardship email account, which includes responding to donor and prospect inquiries;
- Manage, maintain and compile reports from constituent records in the Foundation’s donor database;
- Oversee and implement various donor recognition and appreciation activities, such as sending birthday cards, tracking donor milestones, and assembling other mailings;
- Provide administrative support for D&S events, including virtual and in-person meetings and events for donors, advisors, nonprofits, and prospects;
- Assist with the organization of various Foundation digital and paper files;
- Communicate with nonprofits and donors as needed;
- Represent the Foundation at events as required and appropriate;
- Other assignments and special projects as assigned by the Director of Stewardship and VP of the D&S Team.

Knowledge, Skills and Talent

- Previous donor and/or customer service experience required
- Must have proficient computer skills, particularly Microsoft Outlook, Word and Excel;
- Excellent oral and written communication skills, including proofreading and editing;
- Ability to interact professionally and friendly with a broad spectrum of donors, community leaders, nonprofit representatives, Foundation board members and staff members;
- Experience with the iPhi database and other donor databases is a plus but not a requirement;
- Commitment to customer service, quality work, continuous improvement, and accountability;
- Strong attention to detail, accuracy and organization;
- Ability to follow tasks through to completion with minimal supervision and within the timelines set for each project/task required;
- Strong analytic, problem solving, and strategic thinking skills;
- Ability to work in a fast-paced environment, prioritize projects, and multi-task.

Qualifications and Experience

- At least 2 years prior experience in an office setting.
- Customer and/or donor service experience required.
- Flexible self-starter who works well independently, but who also thrives in a team environment
- Personal and professional integrity
- A commitment to the mission and values of the Foundation
- Welcomes organizational growth and change
- Ability to learn quickly and follow current gift and grant-processing procedures as well as implement new procedures when appropriate

Physical Requirements

This position may require the ability to lift objects of at least 20 pounds in weight. Job duties require approximately 80% sitting/typing and 20% standing/walking. Physical requirements will vary depending upon the specific duties to be accomplished. In addition, it is a requirement of this position that the candidate be able to maintain a physical presence in the Louisville offices regularly and consistently and for the full, regular work week. The Foundation's normal office hours are 8:30 am – 5:00 pm, Monday through Friday. Attendance may be required at special events during normal working hours or outside the normal work week.

Compensation

The position is an administrative, full-time, exempt staff assignment and will be eligible to participate in the Foundation's Employee Health and Benefits Plan as set forth in the Foundation's personnel policies. Compensation will be commensurate with skill level and experience.

The Community Foundation of Louisville is an equal opportunity employer and is committed to a culture that promotes diversity, equity and inclusion. There is no discrimination with regard to hiring, assignment, promotion, or other conditions of staff employment because of race, color, religion, national origin, political affiliation, age, sex, sexual orientation, gender identity, disability or any other legally protected classification.