



## **Donor Engagement Coordinator**

### **Candidate Profile**

#### **Who We Are**

The mission of Madison Community Foundation (MCF) is to engage Greater Madison in philanthropy to advance a more vibrant and equitable community. MCF is a nationally accredited community foundation and a trusted philanthropic leader.

- We collaborate with donors to support the causes they care about most
- We work with nonprofits to build endowments that provide an annual source of support for their mission
- We deploy grant funding in effective, efficient, and equitable ways that positively impact our community

The community of donors we bring together makes MCF strong. Our team makes MCF different. We know our donors and we know our community. Our commitment to both, for over 80 years, has earned us their trust. Madison is frequently named one of the best places to live in the country. While we are all proud of that recognition, we know there is still work to do to foster a community where fairness, inclusion, and respect thrive.

#### **Our Team**

MCF's dynamic team shares a commitment to our mission. We come from different backgrounds and bring different lived experiences to the table. Some people have worked at MCF for 15+ years while others are new to the team. We encourage a full range of diversity and talent. Everyone's voice is valued.

Our office resides in beautiful downtown Madison, Wisconsin, conveniently located off the state's Capitol Square and is surrounded by restaurants, shops, and businesses of all kinds. Whether it is just the daily hustle and bustle, the free Lunchtime Live music series, Art Fair on the Square, or the largest producers-only Farmers' Market in the country, there is always something going on downtown. When you are part of the MCF team, you are in the middle of what makes Madison... Madison.

#### **What We Need**

MCF is currently seeking a Donor Engagement Coordinator to join the Donor Engagement team. This role is ideal for someone who seeks purposeful work in a friendly team environment alongside people of all ethnicities, backgrounds, orientations, and abilities. Our ideal candidate is enthusiastic about this role at this organization, is trustworthy, is humble, desires to grow and learn, and is passionate about serving our community.

#### **What You Do**

Interested candidates should forward a cover letter – including how your skills align with the requirements of this position and how your values align with those of MCF – and resume to [apply@madisongives.org](mailto:apply@madisongives.org). This position primarily works in the MCF office with the option of occasionally working remotely. Interviews for this position will begin in September 2024.

Job Title:	<b>Donor Engagement Coordinator</b>
Department	<b>Donor Engagement</b>
Reporting To:	<b>Director of Donor Engagement</b>
Date Approved:	
FLSA Status	<b>Non-Exempt</b>

**Role at Madison Community Foundation (MCF)**

The Donor Engagement Coordinator is instrumental in enabling MCF to deliver outstanding philanthropic services and stewardship, guiding donors toward achieving their charitable giving goals and supporting nonprofit organizations in building endowment funds to sustain their missions. As part of the Donor Engagement team, this role brings exceptional organization skills, thoughtful communication, and crucial project management and administrative support.

**Summary of Major Responsibilities**

**Donor Engagement Team Support – 50%**

- Provides administrative support to enhance the efficiency and effectiveness of the Donor Engagement team’s operations
- Supports the VP and Directors of Donor Engagement in developing and managing team and interdepartmental meetings, retreats and special project calendars, agendas, minutes and follow up
- Supports general office responsibilities including phone coverage, mail processing, office opening/closing and kitchen duties
- Assists in data entry and report generation, as needed
- Proactively helps team maintain standard operating procedures
- Assist the VP of Donor Engagement with departmental hiring needs

**Donor Stewardship – 30%**

- Provides exceptional customer service to internal and external stakeholders
- Coordinates external event calendar, proactively identifying key fundholder and community events and managing staff attendance records
- Helps produce, proof and process donor/fundholder communication and stewardship materials
- Fields donor inquiries; responds to donors/and or engages appropriate team members
- Organizes memorial and special recognition gifts and acknowledgements

**Donor Engagement Event Coordination – 20%**

- Manages scheduling, setup and refreshments for on-site fundholder meetings
- Serves as integral part of event team, supporting planning, logistics, AV and follow up
- Helps identify opportunities to make events more inclusive

*This job description describes the general nature and scope of responsibilities for this position. Other duties and responsibilities may be assigned or removed at any time.*

**Work Environment**

The work environment and job specifications listed below are representative of those that must be met by an employee, with or without accommodation, to successfully perform the essential functions of this job.

- Primarily perform work in an office environment with occasional travel, evening and weekend events
- Frequently move around the office and access or use computers, office equipment, telephone, and any other pertinent supplies, space or equipment used to perform the duties of the position
- Work with frequent interruptions
- Must be able to remain in a stationary position for long periods of time

- Lift and/or move up to 10 pounds and occasionally lift and/or move up to 30 pounds

*Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.*

### **Success in This Role Requires**

- Support of MCF values of integrity, generosity, effectiveness, sustainability and equity
- Knowledge of best practices for effective internal and external communication
- Experience providing exceptional customer service
- Ability to work effectively independently and as part of a team
- Actively contributing to and promoting a positive work culture
- Demonstrated problem-solving skills and ability to manage deadlines and competing priorities
- Strong listening, written and verbal communication abilities
- Excellent organizational skills and attention to detail
- A proactive work ethic
- Ability to maintain confidentiality; keep sensitive information private

### **Education and Experience**

Minimum of 3 years of working in customer service, communications, nonprofit, event planning or other relevant role required. Undergraduate degree preferred.

- Proficient use of Microsoft Office products
- Prior experience with donor management software; experience with akoyaGO preferred

### **Salary Range**

- \$40,000-\$50,000