

DIRECTOR DONOR SERVICES & ADMINISTRATIVE SUPPORT

Department: Development

Reports to: Vice President of Development

Position Summary

The Director of Donor Services & Administrative Support is responsible for providing: (i) high quality, efficient, and consistently responsive and engaging donor services, and; (ii) educational and thought provoking experiences designed to move engaged donors along a continuum of learning regarding power, privilege, race, and transformative philanthropic strategies. In short, the Director will promote giving, to and through EBCF, mobilizing donors to leverage their assets to transform the lives of people towards a Just East Bay.

EBCF is implementing an enhanced culture of donor service designed to encourage deeper analysis and reflection among ourselves and our funder partners about the structural root causes of the persistent and growing inequities in our region. Fundamentally, this enhanced culture must also be grounded on strategic, efficient, service-oriented operations, designed to make giving with EBCF as seamless as possible. The new Director will lead and implement this enhanced culture of strategically-aligned donor service, managing a team of four, towards this goal.

Essential Duties + Responsibilities

- Manage a team of 4 (the team currently includes 2 donor services associates, 1 grants manager, and 1 grants management associate, plus the Director), including coaching, goal-setting and performance evaluation; establish priorities and performance metrics for team and monitor progress in an ongoing manner.
 - Collaborate with the Development and the Community Impact and Partnerships (CIP) teams on the development and implementation of donor learning and cultivation strategies to better align existing donors with EBCF's new social justice direction and values, as well as attract new more aligned donors.
 - Manage, improve, or establish processes and procedures to ensure high-quality donor experience through all the various communication touchpoints (e.g., website, Donor portal, email, telephone, events, site visits, mailings, onboarding). This includes overseeing the set-up of new donors at EBCF (drafting fund agreements between donor and EBCF; overseeing creation of database profiles as needed).
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- Continuously improve donor relations through regular communications to build strong lasting relationships with existing donors, educate donors on EBCF's programmatic focus on social justice and discuss new giving opportunities of interest to donors; ensure ongoing refinement of messaging in EBCF collateral intended for a donor audience.
- Oversee the grants management and scholarship processes and systems to ensure EBCF is in compliance with national industry and legal standards.
- Work with IT/Operations to ensure increased integration between technology systems resulting in optimized data analytics and reporting.
- Implement a donor segmentation strategy using existing and new research to identify each donor's level of alignment with EBCF's social justice values, and develop specific strategies to support donor segments and maximize staff time and attention.
- Ensure provision of research on prospect donors, especially social justice-aligned donors, to the Development and CIP teams.
- Respond to donor needs, lead donor cultivation and asset development goals by providing excellent donor service in all interactions with EBCF donors, fund holders and their advisors.
- Other responsibilities as assigned by the VP of Development.

About EBCF

Founded in 1928, The East Bay Community Foundation -- one of the oldest and largest community foundations in the United States -- is a leading resource for mobilizing financial and leadership resources to transform East Bay communities. By leveraging its own philanthropic resources and position with those of the private, public, and non-profit sectors, EBCF is a critical force for change in the dynamically changing region.

The East Bay Community Foundation is committed to advancing a Just East Bay. We mobilize generous donors, organizations, corporations, policy makers, and community leaders to leverage all community assets to transform the lives of people in the East Bay. We believe in advancing a Just East Bay – where all communities have supports in place not only to survive, but to thrive.

Learn more about the East Bay Community Foundation at <http://www.ebcf.org>.

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Location: Oakland, CA

Start Timeframe: EBCF seeks to have the right individual in place by January 2019.

Compensation: This position offers competitive compensation and excellent benefits, in line with the field of philanthropy.

To Apply: Please submit a cover letter, resume, three references, and salary expectation to jobs@eastbaycf.org.

To be considered, please submit complete applications no later than 5:00 PM PST Wednesday, December 14, 2018. Applications will be acknowledged by email response. No phone inquiries, please.

EBCF is an equal-opportunity employer. People of diverse backgrounds are strongly encouraged to apply.
