

Position Description

East Bay Community Foundation

Director of Donor Servicing and Administrative Support

The East Bay Community Foundation (EBCF) is a leading resource for mobilizing financial resources and community leadership to transform the lives of people in the East Bay. We do it through research on the pressing needs and issues facing East Bay communities, and through joining our own financial and leadership resources with those of the private, public, and non-profit sectors.

Through the funds of its donors and through its own endowment, EBCF makes grants to worthy causes in accordance with donor recommendations and in accordance with our own research identifying needs in two focus areas: economic development and support for children's success.

EBCF also strives to be a leader in promoting equity and inclusion in its own operations and throughout the region it serves, placing a high value on the cultural, racial, ethnic and sexual diversity of the East Bay to develop innovative approaches for building sustainable communities. EBCF also holds itself accountable to equity and inclusion by creating and retaining a Board and staff that reflect the diversity of the East Bay so that it can provide donors and communities with the broadest possible perspective.

Today, EBCF has charitable assets under its management in excess of \$360 million, a board of 13, and a talented staff of 23 who reflect the diversity of the region and serve as ambassadors of the Foundation's values. In the 2010-2011 fiscal year, grantmaking by EBCF and its donors exceeded \$70 million, more than in any prior year. This strong base and growth trajectory present the right candidate with an exciting opportunity to chart a bold new course in promoting community philanthropy.

Purpose/General Accountability

The Director of Donor Servicing and Administrative Support is responsible for three critical functions supporting the entire organization. The first is support for donor servicing, development and all organizational events; the second is administrative and compliance support for fund agreements and grant agreements; and the third is continual evaluation, improvement and implementation for organizational efficiencies. This position reports to the Chief Operating Officer.

Position Responsibilities:

This position will deliver and manage a highly skilled team of 4-5 individuals providing various donor servicing and compliance functions. This will include grants management and fund development support. Additionally, administrative support for the Foundation's events and departmental metrics reporting will be part of the responsibilities. Specifically, some of the responsibilities handled by this area within the Foundation, and therefore managed by this position, will include:

- Distribution of marketing information and general communications support
- Grants management and compliance
- Donor fund agreement process
- Gift acknowledgements, including acknowledging and tracking grants the Foundation receives
- General customer service, including inquiries for password resets and fund balances, and notification of endowment balances
- EBCF's supporting organizations (SOs) administration and compliance, and related audit administrative support
- Scholarship program administration and compliance
- Donor statement distribution and fund investment results reporting
- Donor and grantee tracking and updates in the Foundation's database
- Foundation event management, including outreach, registration and logistics.
- Other tasks as assigned

Competencies and Experiences

- Ability to work in a fast paced environment and with cross-functional team members.
- Strong interpersonal and communication skills.
- Demonstrated proficiency with Microsoft Office Suite, including Word, Excel, Access, Outlook and PowerPoint.
- Ability to work in the diverse non-profit arena. This includes having non-profit compliance, strategic planning, and detailed work flow analysis skills.
- Strong commitment to professional excellence and attention to detail.
- Experience working with a relational database.

Qualifications

- Bachelors degree and at least eight years of experience in providing customer support (external) and sales support (internal). An advanced degree and/or work experience is highly desirable.
- Excellent verbal and written skills. Demonstrated ability to understand business processes and implementation improvement.
- A demonstrated interest in the Foundation's mission, as well as the nonprofit sector and a desire to work in a satisfying job that improves life in your community
- Minimum of three years of management experience.

Salary: \$70,000 -\$85,000 DOE; Excellent Benefits

Working Hours: Full time (40 hours/week)

Office Location: Downtown Oakland, Frank Ogawa Plaza

Application Deadline: February 6, 2012

Send letter of interest, resume and writing sample to: Attn: Carlos Velasquez, East Bay Community Foundation, 200 Frank H. Ogawa Plaza, Oakland, CA 94612, or via email to jobs@eastbaycf.org

Your writing sample should answer the question about how your skills set and experience can contribute to this critical functional area within the Foundation, and how you can personally help the Foundation's growth.

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