POSITION ANNOUNCEMENT

DIRECTOR, DONOR SERVICES

WHAT WE DO

For nearly 50 years, donors, nonprofits, communities, government, and civic leaders have trusted San Diego Foundation (SDF) to transform lives, partnering with us for lasting change that moves our region forward. As San Diego’s largest regional community foundation, it’s our job to understand the pulse of our local communities better than anyone, enabling donors and nonprofit partners to tackle the most critical needs facing San Diegans. With $1.4B in assets under management, we are committed to delivering world-class philanthropy, fostering equity of opportunity, building resilient communities, and advancing racial and social justice. As community needs evolve, we move quickly to assist our partners in supporting a variety of San Diego causes. To date, we have granted more than $1B in grants to nonprofit organizations throughout our region.

Our core impact areas include:

- **Children & Families** – Investing in research, advocacy, and grantmaking in areas from early education to health equity.
- **Education** – Supporting school districts and nonprofit organizations to enhance learning and increase college access and completion.
- **Environment** – Working to increase equitable access to the outdoors and fighting climate change, so we can keep San Diego beautiful.
- **Housing** – Partnering with municipalities, nonprofits, and developers, we can increase housing access and affordability for all San Diegans.
- **Racial & Social Justice** – Creating equitable opportunities to build generational wealth is one of the best ways to support our multicultural region and its diverse population.
- **Workforce Development** – Collaborating with business and community partners, we champion career training that meets our region’s workforce needs.
- **Crisis Philanthropy** – Responding when crisis strikes, San Diegans look to us for emergency assistance and ongoing support and recovery from wildfires, floods, and other disasters.

LEADERSHIP & CULTURE

Our vision is for just, equitable, and resilient communities. We work to accomplish this through our mission of inspiring enduring philanthropy and enabling community solutions to improve the quality of life in our region. SDF is led by a dynamic and well-respected leadership team dedicated to moving our region forward - together. Our CEO, Mark Stuart, brings nearly 30 years of experience in the fields of fundraising, community-building, and leadership. Since joining the organization in 2019, Mark has overseen incredible growth at SDF, building a culture of inclusivity, transparency, and innovation. The Director, Donor Services will report to the Senior Director, Donor and Community Engagement, Katie Sawyer, an accomplished philanthropy professional and 6-year veteran of SDF. Working closely with Katie and the Donor Services team, the Director will lead innovative strategies to ensure we provide best-in-class donor services.
COMPENSATION & BENEFITS

- Salary - $131,000 - $145,000
- 100% employer-paid medical, dental, vision, AD&D, long-term disability, and life insurance
- PTO: 120 hours PTO, paid health care time, 1 week off with pay each July
- Sabbaticals at 5-year anniversaries
- 403(b) retirement plan with up to 4% match and a discretionary contribution, 100% vested after 3 years of service
- $1,000 tuition reimbursement per calendar year
- Cell phone and home internet reimbursement
- Gym reimbursement

LOCATION

This is a hybrid role, with an office located at the San Diego Foundation - 2508 Historic Decatur Rd #200, San Diego, CA 92106.

POSITION SUMMARY

This newly created position represents an extraordinary opportunity to develop our culture of philanthropy and deepen our relationship with donors and fundholders, supporting their significant impact in our region through $100MM in annual donor-advised grantmaking. The Director of Donor Services will work with leadership and cross-departmentally to develop strategies and systems that provide fundholders with service and support that is responsive and customized to their needs, and proactively encourages increased grantmaking to support our community. This includes the areas of grantmaking support, gift recognition and processing, reporting, database management and donor stewardship. The Director will lead our 6-person Donor Services team, with three direct reports (Manager of Donor Services and two Gift Processors). In this capacity, the Director will provide the team with coaching, mentoring and support, advocating on their behalf within the organization and managing high-level projects related to the team’s work.

Year one priorities include:

- Develop a thorough understanding of the organization, including systems and team structures, as well as SDF’s donors and their collective and individual funding priorities.
- Evaluate and modernize SDF’s donor services systems and processes, to ensure a world-class philanthropic experience for fundholders.
- Ensure our internal structures, processes, and procedures adapt and evolve to support our team, donors, and fund advisors effectively and efficiently.
- Conduct a thorough donor segmentation review and develop strategies for a tiered services structure based on grantmaking capacity and engagement.
- Play a leadership role in the implementation of new database and donor portal.
DUTIES & RESPONSIBILITIES

- Create and implement systems for donor services, gift processing and philanthropy support that will meet the needs of the organization today and sustain organizational growth into the future.
- Provide team and cross-departmental leadership on the development and implementation of strategies and data projects.
- Foster a culture of collaboration, responsiveness and teamwork within the Donor Services team, supported through effective leadership, coaching, and mentoring.
- Provide high-level support to individual fundholders as needed.
- Regularly assess administrative and gift processing systems and processes; recommend and oversee the implementation of new tools and processes when appropriate.
- Remain up-to-date on the capabilities of each Blackbaud module and other relevant systems and platforms; maintain expertise and ensure consistent and effective usage across the Donor Services team.
- Ensure consistent compliance with all internal policies and procedures.
- Develop and monitor systems and processes to ensure accuracy and timeliness of gift entry and acknowledgment.
- Stay at the forefront of best practices in community foundation donor services, driving innovation and ensuring we continuously improve our strategies.

BACKGROUND PROFILE

- Seasoned, supportive manager with experience successfully leading and developing an administrative, customer service, or similar team at a nonprofit or philanthropic organization.
- Strategic and innovative approach to donor engagement and operations; adept at analysis, strategic planning, and change management; adaptable and creative in diversifying offerings in response to organizational needs.
- Advanced knowledge and expertise with database applications, such as Blackbaud (Raiser’s Edge, Financial Edge, and Granted Edge).
- Excellent communication skills, written and oral; ability to establish and maintain effective working relationships with leadership, staff, donors and other stakeholders.
- Knowledge of San Diego’s nonprofit community a plus.
- Skilled in project management, with the ability to multi-task and delegate while maintaining vigilant attention to detail.
- Committed to the SDF’s mission, maintaining perspective, a professional demeanor, leading with empathy and inclusivity, and building community.

COVID-19 VACCINATION POLICY

The selected finalist will be asked for a copy of their vaccination card at the time of hire. If they are not vaccinated, other arrangements will be made.

FOR MORE INFORMATION OR TO APPLY, PLEASE CONTACT:

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