



POSITION DESCRIPTION

Title: Donor Stewardship and Services Assistant

Classification: Hourly Non-Exempt

Schedule: Part-Time 15-20 Hours per week

Reports to: Vice President for Grants, Nonprofits & Donor Services

Position Summary

Under the direction of the VP For Grants, Nonprofits & Donor Services, the **Donor Stewardship and Services Assistant** is responsible for Fundholder customer service, organizational and logistical support to the Donor Services team.

This role will ensure that ECCF's Fundholders are treated with exemplary customer service and ensure streamlined communications, data capture and reporting. As a key member of the team's donor services team, this role will support, organize and implement programs and donor services including donor education events, Lunch and Learns, personal one-on-one communication with fund holders.

Essential Functions:

Fundholder Stewardship and Relations

1. Work with VP of Grants, Nonprofit and Donor Services and Director of Gift Planning to ensure streamlined onboarding of New Funds. Duties include:
 - Conducting onboarding call via Zoom to instruct new Fundholder on:
 - How to use Donor Central
 - How to navigate the website
 - Provide additional resources on ECCF
2. Handle ongoing outreach and communications to Fundholders. This includes:
 - Updates about ECCF
 - Event invite reminders
3. Conduct annual check-in call with Fundholders and then work with relationship manager to set up Annual Fundholder visit
4. Capture and report on information and data gathered by relationship manager during Annual Fundholder visit

5. Research and develop Fund Holder Handbook as well as other tutorials and tools for Fundholders
6. Develop, conduct and analyze Annual Fundholder Evaluation of ECCF
7. In coordination with Communications, write and draft all Fundholder communications with VP of Grants and Services direction
8. In coordination with Communications Specialist, design Fundholder tutorial videos

Event management:

9. Plan and execute donor education events including: venues, catering, safety, time, details, invitations, RSVPs, technology, etc.
10. Plan and execute donor appreciation events including: including: venues, catering, safety, time, details, invitations, RSVPs, technology, etc.

Other Responsibilities

11. Provide research and administrative support as needed by the VP for Grants, Nonprofits and Donor Services. Support could include: research on Fundholder resources, grantmaking areas of impact, basic administrative support.
12. Act as a professional member of the staff team and performing all other assignments and responsibilities deemed necessary by the VP for Grants, Nonprofits and Donor Services.

Requirements:

The following education requirements are considered essential:

- A minimum of an Associates Degree with a preference of a Bachelor's degree is required.

The following physical and other requirements are considered essential:

- Must be able to perform tasks which involve the ability to exert light physical effort in sedentary to light work on a daily basis.
- Ability to sit for long periods of time;
- Ability to use a computer keyboard for extended periods of time.

Qualifications:

- High level of customer service orientation;
- Solid organization skills and impeccable attention to detail and accuracy;
- Mature and polished interpersonal style, ability to interact professionally with a diverse range of people;
- Excellent written and verbal skills;
- Excellent phone and email etiquette;
- Demonstrated ability to use discretion with confidential information;
- Strong knowledge of Microsoft Office products especially Word, Excel, Outlook and Power Point;
- Database experience preferred; FIMS experience a bonus;

- Willingness and ability to learn new technologies, such as Survey Monkey, Constant Contact, etc.;
- Strong time management skills, with ability to make decisions about how to manage multiple tasks;
- Experience in non-profit administration a plus;
- Excellent writing, proofreading and editing skills;
- Willingness and ability to work outside the regularly scheduled work day as needed;
- Able to work under the pressure of tight deadlines;
- Reliable and punctual.

Effect on End Result:

- Fundholder report an exemplary donor services experience
- New Fundholders feel confident in their ability to utilize ECCF resources
- Fundholders experience streamlined and organized events from logistics, communications and technology
- Vice President for Grants, Nonprofit and Donor Services and Donor Services Team are supported to reach organizational goals

Please submit a resume and cover letter to: Carol Lavoie Schuster c.lavoieschuster@eccf.org