



Director of Donor Services

The Community Foundation of Greater Memphis has been working to strengthen our community through philanthropy since 1969. The Community Foundation is a place where generous people from diverse backgrounds come together to make our community a better place. Collectively, they have created the largest grantmaker - public or private - in the Memphis area. We fulfill our mission by:

- Developing and managing charitable funds and endowments, offering the highest level of service to donors;
- Actively addressing the needs of the community; and
- Encouraging philanthropy and the growth of charitable resources among individuals, families, businesses, and community institutions.

The Community Foundation has many audiences – donors, professional advisors, nonprofits, students seeking scholarships, and the public in general.

Position Summary

The Director of Donor Services is a member of the Philanthropic Services team. This position responds to the day-to-day needs of the donors to the Community Foundation and works collaboratively with the teams across the Community Foundation to meet the needs of prospective, new, and existing donors. This position is responsible for:

- Managing a portfolio of donors to cultivate enduring relationships by providing high-quality customer service that responds to the day-to-day requests of those donors, while understanding the requirements of their funds and maintaining appropriate confidentiality and security;
- Ensuring timely and personalized communication to maintain strong relationships with donors;
- Developing and documenting customized strategic charitable plans that include the donors' vision and values, grantmaking focus areas, family philanthropic and legacy planning goals, etc.;
- Continuously improving service to donors, including implementing activities, working to align interest areas, and educating around community needs;
- Execute donor stewardship programs to acknowledge, support, and engage donors effectively;
- Identifying and cultivating additional asset development opportunities for both lifetime and planned gifts;
- Contributing to the growth of the FOREVER Funds by cultivating existing donors;
- Working across teams to contribute to and execute the overall donor engagement strategy;
- Working with the Development Team to onboard new donors;

- Staying current on local issues and projects in order to provide insight and access to donors;
- Engaging with board members and volunteer committees
- Other duties as assigned.

Qualifications

- Bachelor's degree and at least three years managing client-oriented projects;
- Knowledge of the City of Memphis and the metropolitan area;
- Proficient computer skills – in particular, knowledge of Microsoft Office and database management – and a willingness to learn new software programs;
- Ability to communicate successfully with donors, both in person, on the telephone, and in writing;
- Ability to prioritize work, meet deadlines, and produce quality results.

A successful candidate will demonstrate:

- An acute attention to detail and a commitment to accuracy and timeliness;
- Willingness to build rapport with people especially through email, over the phone, in group settings, and in one-on-one meetings;
- Willingness to problem-solve both individually and within the team;
- Ability to take a proactive role in team efforts, promote cooperation and collaboration between team members, and encourage open communication across teams;
- The initiative and responsibility necessary to manage a variety of projects simultaneously;
- Organizational skills, self-motivation, and flexibility in changing circumstances;
- Integrity, judgment, and discretion in working with confidential information;
- Demonstrated interest in philanthropy and in serving community needs.

Additional Requirements

This position requires the candidate to work between 6-10 evenings a year at various events.

Salary

\$90,000 plus benefits including paid time off and parental leave.

Reports to: Vice President of Philanthropic Services

Women and people of color are encouraged to apply. The Community Foundation of Greater Memphis follows an equal opportunity employment policy and employs personnel without regard to race, creed, color, ethnicity, national origin, religion, sex, sexual orientation, gender expression, age, physical or mental ability, pregnancy, veteran status, military obligations, and marital status.

Please submit a cover letter and a resume via e-mail to info@cfgm.org. We ask that your cover letter reflects your own voice and not be generated by AI tools like ChatGPT. We value authenticity and personal insight in your application.

Inquiries by email only. No phone calls.