



Manager of Donor Engagement

Organization Name: Community Foundation of Greater Chattanooga

Website: <https://cfdc.org>

About Our Organization:

For over 60 years, the Community Foundation of Greater Chattanooga has strengthened the community by transforming generosity into lasting change. It exists to connect donors' passions – their values – with purpose, so that they can have a meaningful impact on the community. The mission of the Community Foundation is to transform generosity into lasting change toward a more just and prosperous Chattanooga where all residents can reach their full potential. The Community Foundation of Greater Chattanooga is a trusted community partner, serving at the intersection between ideas and action, needs and resources, donors, and non-profits. The Community Foundation currently has assets under management of more than \$300M. The Foundation distributes over \$34M a year in grants annually.

Reports To: Director of Donor Engagement

Job Location: Chattanooga, TN-37408

FLSA Status: Exempt

Prepared By: Community Foundation of Greater Chattanooga

Prepared Date: September 2026

Job Purpose

The Manager of Donor Engagement is responsible for managing relationships with donors and fundholders, delivering high-quality philanthropic advising, and supporting donor engagement strategies aligned with CFGC's priorities. This role focuses on executing personalized engagement plans, facilitating meaningful giving experiences, and connecting donors to strategic opportunities that address community needs. The Manager works collaboratively across teams, takes initiative to solve problems and enhance donor satisfaction, strengthens partnerships, and advances CFGC's impact.

Essential Duties & Responsibilities

The job profile is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities, and activities may change, and/or new ones may be assigned at any time with or without notice.

Donor Engagement, Stewardship & Relationship Management

- Manage a portfolio of donors and fundholders by executing individualized engagement, stewardship, and retention plans.
- Cultivate strong, respectful relationships through donor, family, and advisor meetings, correspondence, regular follow-up, and conversations that clarify philanthropic goals and connect donors to meaningful giving opportunities, nonprofit partners, and CFGC priorities.
- Support engagement of next-generation and emerging donors through stewardship activities, events, and learning experiences.

Philanthropic Advising, Community Investment & Donor Learning

- Develop giving strategies and philanthropic roadmaps, and provide legacy giving support, including Letters of Instruction.
- Serve as the Philanthropy Department's lead for nonprofit research by preparing customized donor briefings and funding recommendations that connect donor interests with community needs, tracking emerging community needs and grant opportunities, coordinating nonprofit inquiries, and developing resources that support informed donor decision-making and strategic grant recommendations.
- Work in partnership with other Foundation staff to help donors better understand local needs, nonprofit effectiveness, philanthropic trends, and strategic community responses through donor learning experiences, impact reporting, and storytelling.

Events, External Engagement, Operations & Accountability

- Support planning and execution of donor, advisor, and community engagement events, including occasional evening or weekend participation, and represent CFGC at events, meetings, and community engagements.
- Develop donor-facing content, communications, briefings, and impact stories in collaboration with Marketing & Communications.
- Conduct outreach and maintain relationships with nonprofit fundholders and agency partners, providing guidance on endowment management, stewardship, donor engagement, and service utilization.
- Provide support as needed in processing grants and donor correspondence accurately, efficiently, and in compliance with Foundation policies and procedures.
- Maintain accurate CRM records, engagement documentation, donor activity notes, related data, and reporting to support planning, accountability, and continuous improvement.
- Partner collaboratively with other Foundation staff to solve problems, ensure operational accuracy, review financial information appropriately, and provide timely follow-through.
- Contribute to a collaborative culture by regularly sharing donor updates, stories and outcomes with Philanthropy and Communications Teams and CEO through donor notes in CRM system as well as regular updates and briefings.

Work Conditions

- Ability to complete tasks with reasonable accommodations.
- Ability to remain at workstation for long periods of time.
- Operate a computer and other office machinery such as copy machine and printer.
- Move about the office regularly to access files, office machinery, etc.
- Ability to communicate information and ideas so others will understand. Must be able to exchange accurate information in these situations.
- Occasionally works in outdoor weather conditions.
- May infrequently need to lift, carry or otherwise move and position objects weighing up to 25 pounds

Qualifications

Years of Experience

3–5 years of experience in donor relations, philanthropy, nonprofit management, or related field

Education

Not specified

Experience or Formal Training

Strong communication, organization, and relationship management skills. Familiarity with philanthropic vehicles (e.g., donor-advised funds, endowments, planned giving). Detail-oriented with strong follow-through, collaboration skills, initiative, sound problem-solving judgment, and a demonstrated commitment to respectful relationships and excellent service.

You will be successful in this role if you:

- Develop trusted relationships with donors and fundholders that lead to strong satisfaction and long-term engagement.
- Create meaningful opportunities for donors to stay connected to CFGC and the impact of their philanthropy.
- Engage both current and emerging generations of philanthropists in CFGC's mission and work.
- Help donors maximize their impact through thoughtful philanthropic advising and giving strategies.
- Inspire and grow participation in legacy giving and other mission-aligned philanthropic investments.
- Serve as a knowledgeable resource who helps donors understand community needs and opportunities for impact.
- Deliver communications and experiences that are timely, relevant, and valued by donors.
- Execute high-quality events and engagement opportunities that strengthen donor relationships.
- Collaborate effectively with colleagues and community partners to advance shared goals.
- Maintain accurate records and ensure a smooth, compliant donor and grantmaking experience.
- Meet or exceed established stewardship, engagement, and relationship-building goals.

Salary & Benefits

Starting Salary Beginning at \$68,000

Excellent benefits including paid medical, dental, and life insurance; 403b and generous leave time.

Apply through our Careers Page - <https://cfgch.bamboohr.com/careers/30>

Accepting applications through October 23rd.

No phone calls or emails please.

The Community Foundation of Greater Chattanooga (CFGC) is committed to the perspective of all voices and encourages diversity of applicants and within our organization. CFGC is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, gender identity, sexual orientation, age, national origin, disability status, protected veteran status, or any other characteristic protected by law.