

OUR ORGANIZATION

The [Community Foundation of the Chattahoochee Valley](http://www.cfcv.com), (“CFCV,” mission above) is a \$430-million organization that makes some \$30 million in charitable grants annually from its more than 360 Funds and is housed in the historic former Coca-Cola Bottling Company building, now a central gathering place for philanthropic partnerships. So far in its 28 years of history, CFCV’s pooled investments have generated more than \$240 million in net philanthropic value for its more than 375 charitable Funds. As the premier center for thoughtful philanthropy for people who want to make their Chattahoochee Valley communities better, both during and after their lifetimes, CFCV serves 11 counties in Georgia and one in Alabama.

JOB SUMMARY

The Communications and Donor Service Officer ensures that CFCV’s messaging is purposeful, informative, and consistent. The position also helps serve the organization’s donors with effective philanthropic solutions in a manner consistent with the mission of the Community Foundation (CFCV).

The position includes 1) effectively communicating CFCV’s mission, stories, and donor and community benefits through printed publications, cfcv.com, newsletters, and social media channels, 2) working with the President/CEO to ensure brand consistency across all of CFCV’s messaging channels, 3) supporting the President/CEO and Vice President of Donor Service and Planned Giving (the Development Team) in asset development and promotional efforts of the organization, and 4) helping meet the needs of new and existing donors and Fundholders.

By connecting new and existing contributors to the work of CFCV, the Communications & Donor Service Officer plays an important role in growing philanthropic resources for our community. Generating charitable opportunities among these constituents requires a highly motivated and reliable professional who possesses excellent communication and organizational skills.

PRINCIPAL DUTIES AND RESPONSIBILITIES

Communications:

- In conjunction with the President/CEO, develop and illustrate the work of CFCV using a consistent message, language, tone, and “look” that promotes the organization’s mission, values, and strategic plan.
- Develop annual goals and strategies for CFCV’s communications plan.
- Draft and post/produce CFCV items of communication via news releases, publications, CFCV’s website, and social media platforms. Draft or coach staff speeches as needed.
- Lead in drafting and transmitting donor communications, including newsletters, donor publications, and the annual report.
- Ensure that staff and board members understand the goals and strategies behind CFCV’s communication work at an appropriate level of detail.
- As needed, coordinate media inquiries and support the President/CEO in their spokesperson role.

Donor Service:

- Assist the Development Team in marketing the services of the CFCV to 1) increase assets under management and 2) improve services to existing donors.
- Implement CFCV’s gift receipt procedures, ensuring donor satisfaction, best practices, and operational accuracy.

- Coordinate orientation for new Fundholders.
- Assume primary responsibility for donor- and Fund-related data maintenance in the Foundant CommunitySuite software.
- Work with the Development Team and other staff to maximize donor care and workflow efficiency.
- Perform research on legal and operational issues as necessary.
- Represent the CFCV at community functions as needed.

QUALIFICATIONS AND EXPERIENCE

- At least a bachelor's degree in a related field is required; advanced degree a plus
- A minimum of two years in communications and/or client care field, demonstrating an increasing level of relationship-building emphasis
- Superior verbal and written communication skills
- Experience with organizational image-building across multiple platforms
- Experience with meticulous database entry and reporting
- Proficiency in Microsoft Office Suite and basic design software with an eagerness to learn the Foundant Technologies suite of database products
- Knowledge of and commitment to the Chattahoochee Valley and its nonprofit sector a plus
- Proven sound judgment with the highest ethical standards; scrupulously honest
- Demonstrated ability to handle confidential information
- Team-oriented: an ability to work effectively with a range of people and working styles, including high-net-worth individuals, and with people at all organization levels including staff, board members, donors, and vendors
- High level of initiative, with ability to set priorities and manage daily responsibilities efficiently and to high standards
- Experienced problem-solver: curious, with an orientation toward outcomes and continuous improvement and learning
- Able to project an excellent image of CFCV in the community

ADDITIONAL INFORMATION

The Communications and Donor Service Officer reports to the President/CEO and is an FLSA exempt position. While the above describes the nature and level of work to be performed by the person in this position, it is not meant to be an exhaustive list of all responsibilities, duties, and skills required of the job.

TO APPLY

Send cover letter and resume detailing experience. No phone calls or visits, please.

By email: jobs@cfcv.com

Include job title in subject line

By Mail: Community Foundation / Communications & Donor Service Officer
1147 6th Avenue / Columbus, GA 31901-2345

The Community Foundation does not discriminate on the basis of race, color, national or ethnic origin, age, gender, religion, medical condition, veteran status, marital status, sexual orientation or any other characteristic protected by law.