

## POSITION DESCRIPTION

JOB TITLE:	Donor Services and Scholarships Coordinator	STATUS:	Non-Exempt
REPORTS TO:	Director of Donor Engagement	HOURS:	Full Time
DATE:	April 2021	DEPT:	Relationships

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### CFT's Vision

To build thriving communities for all

### CFT's Mission

CFT stimulates creative solutions to key challenges in our community. We thoughtfully and effectively support our diverse donors and grantees by providing exemplary service and by demonstrating accountability. We improve lives through an unwavering commitment to lasting impact.

### CFT's Values

Enhancing the experience and impact of giving through:

1. Exemplary service;
2. Wise stewardship of resources; and as a
3. Trusted partner for community knowledge and collaboration.

### Summary

The Donor Services and Scholarships Coordinator is responsible for carrying out the mission of the foundation by supporting CFT's donor engagement efforts and providing support to the CFT scholarships program. Reporting to the Director of Donor Engagement, the Coordinator provides exemplary customer service for fund holders and prospective donors, as well as support to portfolio managers and assistance with fund administration efforts. Additionally, the Coordinator provides exceptional and differentiated service to donors, students, academic institutions, and colleagues by supporting the execution of projects and grant payments related to our 60+ scholarship funds.

### Key Responsibilities

#### **Donor Services Support**

- Provide high-level customer service to CFT's fund holders by:
  - Responding to fund holder inquiries regarding fund balances, gift and grant status, event attendance, etc.
  - Providing weekly notification to fund holders regarding grant processing status
  - Reviewing gift acknowledgment letters
- Support the administrative onboarding of new fund holders including creating welcome packets, creating Donor Portal credentials, calendaring check-ins for portfolio managers, etc.
- Manage large fund holder mailings including special invitations and holiday cards
- Coordinate donor stewardship opportunities for portfolio managers including acknowledging fund anniversaries, thank you notes, etc.
- Maintain prospect packets and all fund holder materials
- Support fund administration efforts, as needed

- Provide event management support including logistics and planning, managing RSVP lists, creating event timelines, reviewing and submitting invoices, organizing volunteers, and providing day-of support.

### **Scholarships Support**

- Support the administration of CFT's 60+ scholarship funds by communicating with donors, students, and academic institutions, and by responding to scholarship inquiries and supporting the day-to-day management of the program.
- Support student scholarship enrollment process and maintain student paperwork and data over time.
- Process Scholarship Committee grant recommendations in a timely and accurate manner, including capturing needed documentation and appropriate approvals.
- Support stewardship projects related to scholarship funds, including annual impact statements, certificates, event invitations and other outreach.
- Provide assistance for scholarship fund holders and recipients as they access CFT tools and resources online.
- Serve on internal CFT Committees, as appropriate.

### **Qualifications**

- Bachelor's degree required
- 2+ years of successful experience in an administrative or project management role in a goal-oriented setting
- Proficient Microsoft Office skills
- Experience supporting large projects, preferred
- Fundraising and donor stewardship experience, preferred
- Knowledge of Raiser's Edge, preferred

### **Skills & Requirements**

- Superior organizational skills and attention to detail
- Ability to manage multiple assignments and tasks simultaneously
- Ability to analyze data to inform decision-making
- Highly effective communicator: verbal, written, and presentations
- At ease communicating with internal/external stakeholders
- Valid state issued driver's license

**Disclaimer:** The above statements are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skills required of all employees within this class.

**Accommodations:** Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

**Send your cover letter, resume and salary requirements to: [careers@cftexas.org](mailto:careers@cftexas.org)**