

# NAPA VALLEY COMMUNITY FOUNDATION (NVCF)

## Philanthropic Services Associate POSITION DESCRIPTION

The Philanthropic Services Associate (PSA) supports two key functions/departments at Napa Valley Community Foundation: how we distribute and track the impact of the several hundred grants we make each year to our nonprofit partners; and, how we identify, cultivate, solicit and steward the generous constellation of individual, family, corporate and foundation donors that supports our work. S/he works closely with colleagues in the Philanthropic Services/Program and Development Departments to: coordinate and implement administrative processes related to grantmaking; provide administrative and communications support to various members of our small, entrepreneurial team; and, provide periodic customer service and/or technical support to both donors and nonprofits. The PSA is a heavy user of: NVCF's database of record, Foundation Information Management Systems (FIMS); our online account access platform for donors, DonorCentral; and, the mail merge functions of MS Office.

### **Supervision**

Reports directly to the Vice President of Philanthropic Services.

### **Hours**

*40 hours per week. This is a full-time non-exempt position. Additional hours required occasionally.*

### **General Responsibilities**

- Approximately 65 percent of the PSA's time will be dedicated to providing support to the Philanthropic Services/Program Department and 35 percent will be dedicated to providing support to the Development Department.
- Generate and send timely grants and gifts processing emails to donors with high degree of accuracy and professionalism
- Assemble, scan, mail, codify and file weekly grant letters to grant recipients with high degree of accuracy
- Enter profiles, contacts and grant applications into FIMS with a high degree of accuracy, in a timely manner. Update and maintain mailing lists, donor lists and other important information
- Generate grant report reminders through mail merge and distribute to grantees and process incoming grant reports on a monthly basis
- Maintain all electronic and paper files related to Program and Development in impeccable, up-to-date order
- Respond to and troubleshoot donors' inquiries regarding accessing their DonorCentral online fund accounts (e.g., log-in problems, re-setting passwords)
- Assist as needed to communicate with donors regarding the grant recommendations they submit via fax, email, Adobe Sign or DonorCentral
- Assist Program and Development staff with codifying emails and written communications in database
- Assist Program and Development staff with various database reports as needed
- Maintain FIMS so that the donor relationships that are vital to the Foundation's success are up-to-date and accurate, including:
  - entering and tracking invitations and event attendance
  - entering and tracking correspondence with donors
  - updating records with current contact information, as well as staff knowledge about philanthropic interests, personal relationships, affiliation with NVCF, and stage of cultivation with NVCF development staff or Board.
- Other administrative and clerical duties as assigned
- The PSA handles highly confidential and sensitive financial and donor information

**Required skills, attributes and education**

- Bachelor's degree required
- 3-5 years' work experience strongly preferred, ideally within the nonprofit sector, and at least a basic understanding of the nonprofit sector, grants and fundraising
- Skilled user of Microsoft Office (Word, Excel, Outlook and mail merge functions); experience with Adobe a plus
- Experienced and comfortable working with databases
- Demonstrated skills for drafting correspondence that is accurate and professional
- Impeccable attention to detail and willingness to check accuracy of your work product
- Excellent time management skills and a results-oriented work process
- Aptitude for juggling multiple tasks and the ability to prioritize them successfully
- Strong interest in providing high quality administrative support; and a methodical approach to multi-step, precision-driven duties that are repetitive
- Friendly and professional personality, customer-service orientation
- Ability to take direction and feedback, and course correct quickly
- Professional demeanor, integrity, good judgment and problem-solving skills
- Self-starter and self-reliant but able to collaborate well with others
- Ability to handle sensitive matters with tact and discretion
- Bilingual Spanish/English a plus

**Compensation**

Competitive hourly compensation depending on skills and experience of applicant. Comprehensive benefits for full time employees include: health, dental, vision, Paid Time Off (PTO), life and LTD insurances, plus a retirement plan with NVCF matching program.

**How to Apply**

Send resume and cover letter to [julia@napavalleycf.org](mailto:julia@napavalleycf.org) no later than October 15, 2017. Napa Valley Community Foundation is an equal opportunity employer. *EOE/AA*.

**About Napa Valley Community Foundation**

Napa Valley Community Foundation helps donors transform their passion for giving into greater impact. For more than 23 years, NVCF has served as a bridge between philanthropic families and hard-working nonprofit agencies, bringing people, ideas and resources together to enhance the quality of life in our community. From American Canyon to Calistoga, NVCF has distributed more than \$40 million in grants since it was founded in 1994, and currently serves as the philanthropic partner to 100 individuals, families, nonprofit agencies and corporations in Napa Valley. To learn more visit [napavalleycf.org](http://napavalleycf.org).