



Job Description

- **Title:** Donor Engagement & Scholarship Manager
- **Classification:** Full-time, exempt
- **Department:** Advancement and Philanthropic Services
- **Reports to:** Senior Vice President Advancement & Philanthropic Services
- **Location:** Beverly, MA
- **Position Type:** Hybrid (In-office 3 days per week minimum, 5 days preferred)

About ECCF

[Essex County Community Foundation \(ECCF\)](#) is dedicated to strengthening the communities of Essex County, Massachusetts, by promoting philanthropy, managing charitable funds, and working collaboratively to address critical community issues. We are seeking a skilled **Donor Engagement & Scholarship Manager** to join a talented, experienced, and energetic team.

Essex County Community Foundation (ECCF) inspires philanthropy across the 34 cities and towns in Essex County, Massachusetts. We do this in three vital ways: 1) Managing and investing donor's charitable assets; 2) Strengthening and supporting local nonprofits with the knowledge and financial resources needed to sustain lasting impact; 3) Bringing organizations together to invest in "systems-change" work that addresses root-causes of social issues in our region.

The Employment Opportunity

The Donor Engagement & Scholarship Manager is an essential member of the growing Asset Development and Philanthropic Services Team. The Donor Engagement & Scholarship Manager will be focused on three core goals: 1) manage ECCF's Scholarship program and 2) provide efficient and responsive customer service and engagement to current and prospective fundholders, and 3) provide organizational and logistical support to the Philanthropic Services team. We seek an organized, solutions-oriented, self-directed, and flexible person who will be a committed and contributing team player.

Scholarship Manager

- Responsible for the scholarship program from start to finish; process new scholarship fund agreements, manage donor relationships, disburse funds, ensure compliance with donor guidelines, and maintain accurate records of all scholarship activities.
- Manage the scholarship process in C-Suite database; track donor information, manage committee details, process scholarship payments, and maintain recipient data. Generate detailed reports.
- Work closely with donors who have established scholarship funds; ensure specific criteria are followed and advise on strategies to increase the impact of scholarships.
- Maintain relationships with scholarship administrators and guidance departments of Essex County high schools and bursar offices of local secondary educational institutions.
- Partner with SVP to cultivate relationships with potential new scholarship donors to expand the foundation's scholarship portfolio.
- Support the SVP to increase the impact of the scholarship program by understanding trends in scholarships and ongoing needs/barriers of students.
- Stay informed of legislation and trends in community foundation scholarship programs and ensure compliance with all applicable regulations to scholarship administration.

Donor Engagement

- Address all incoming inquiries from current and prospective fundholders with a positive and helpful attitude.
- Coordinate, under the guidance of the SVP and Director of Philanthropic Services and in collaboration with other members of the department and organization, special donor-focused projects with the goal of donor satisfaction and impactful philanthropy.
- Provide support to fundholders using ECCF's online Fund Advisor Portal.
- Coordinate with the SVP and Finance team to resolve gift and grant issues with donors, for example following up on stale grant checks.
- Update and maintain fundholder and fund records in C-Suite database; including succession plans, planned gifts, and new fund agreements. Ensure timely and accurate entry of activities.

- Work closely with the Director of Philanthropic Services to design and coordinate outreach activities with fundholders including - organizing site visits to nonprofits, producing newsletters, reports and other fundholder communications, and identifying action plans for inactive and low balance funds.
- Cultivate a portfolio of Donor Advised Fund holders and serve as back-up relationship to SVP's portfolio as needed.
- Provide recommendations to improve the processes of the Philanthropic Services team; assist the team by generating needed reports for internal and external use.
- Support the ECCF team in planning and executing large scale community events.

Other Duties and Responsibilities

- Individuals assigned to this position may perform other duties as assigned.

Qualifications needed for position

- College degree or equivalent experience required.
- Minimum of three-five years of work-related experience, including customer service and administrative experience.
- Familiarity and experience within a non-profit setting is preferred. Extra preference for experience in a development environment and/or working with scholarships.
- Alignment with the ECCF's mission and values.
- A commitment to racial equity and inclusion.

Skills, Abilities, Competencies

- Strong organizational and project management skills. Able to manage complex systems and multiple deadlines.
- Demonstrated customer service and relationship building abilities.
- Excellent written and verbal communication skills to interact with donors, partners, and internal stakeholders.
- Proficient in database management systems to maintain accurate donor and scholarship records.
- Impeccable attention to detail and accuracy.
- Ability to operate with the highest level of integrity and able to handle confidential matters in a discreet manner.
- A self-starter with a professional and mature interpersonal style. Team-oriented with an ability to interact well with a diverse range of people and a natural curiosity and talent for making meaningful connections.

- Enjoys an environment that values an entrepreneurial spirit, learning-while-doing, and individual accountability.
- Strong knowledge of Zoom and Microsoft Office products.

Working Conditions & Physical Demands:

- Ability to work at workstation for long periods of time.
- Ability to work on site and remotely, as required.
- Ability to use a keyboard for extended periods of time.

Compensation/Benefits

This position is a professional, full-time staff position with an opportunity for future growth and will be eligible to participate in the Foundation's health plan, retirement plan and other employee benefits. The salary range is \$65,000 - \$80,000 and is commensurate with skill level, experience, and sector benchmarks.

Essex County Community Foundation is an equal opportunity employer and committed to creating a diverse, equitable and inclusive organization.

How to apply

Qualified candidates are encouraged to submit a cover letter and a resume to k.miserandino@eccf.org. Applications will be accepted until the position is filled.