

Job Title:	Office and Donor Services Coordinator	FLSA Status:	Non-Exempt
Remote Work Eligible:	No	Role:	Provides office coordination, donor hospitality, donor services support, administrative support, and Foundation meeting logistics.
Level/Salary Range:	\$42,000 - \$48,000	Position Type:	Full-Time
Reports to:	President/Chief Executive Officer	Hours Worked:	8:00 a.m. – 4:00 p.m.

Summary

The Office and Donor Services Coordinator provides welcoming front desk coverage, office coordination, donor and fund advisor support, meeting logistics, and administrative support for The Community Foundation. This role helps ensure donors, visitors, volunteers, board and committee members, and staff experience professional service, reliable follow-through, and well-organized Foundation operations.

Job Description

SUPERVISORY

This position has no supervisory responsibility.

ESSENTIAL DUTIES AND RESPONSIBILITIES

OFFICE COORDINATION AND DONOR HOSPITALITY

- Provide welcoming front-desk coverage for donors, fund advisors, board and committee members, volunteers, visitors, and callers; route inquiries and deliver responsive customer service.
- Coordinate daily office operations, including phones, mail, supplies, meeting rooms, printed materials, office procedures, and maintenance of a current Front Desk Manual.
- Serve as a key part of internal financial controls.
- Support Foundation meetings, events, and donor visits (in-person, virtual, and hybrid) by scheduling rooms, confirming technology requirements, arranging hospitality, and preparing materials and follow-up correspondence.
- Proactively identify needs, potential challenges and preparation gaps before they affect meetings, events or office operations.

DONOR SERVICES AND FUND ADVISOR SUPPORT

- Serve as the primary administrative support role for donor engagement activities.
- Serve as the first line of support for fund advisors using My Foundation Portal, including initial login communication, basic troubleshooting, new user follow-up, fund statement questions, donation visibility, and grant assistance.
- Support fund advisor, My Foundation Portal, fund setup, tribute, and related donor service processes.
- Research and document system questions.
- Track donor-service activity, including lead generation, donor visit purposes, basic publicly available donor research, meeting digests, follow-up items, and action-item accountability.

BOARD, COMMITTEE, AND MEETING SUPPORT

- Prepare Board and Committee meeting dockets, agendas, minutes, materials, and uploads.
- Maintain a consistent process for meeting materials, approvals, and variance, grant, and action item completion.

- Coordinate committee materials with assigned staff.
- Maintain Board and Committee profiles and contact lists.

ADMINISTRATIVE SUPPORT

- Prepare agendas, briefings, correspondence, consolidated notes, and track follow-up for internal meetings as assigned.
- Create and maintain organized electronic and physical files, records, and documentation to support Foundation operations; assist with confidential projects and other duties as assigned.
- Provide basic administrative support to Foundation staff.
- Provide executive support to the President/Chief Executive Officer.

LICENSES AND CERTIFICATIONS

Current certified notary or eligible to become one.

EDUCATION AND/OR EXPERIENCE

Associate degree, bachelor's degree, and/or equivalent experience in office administration, donor/customer service, executive support, nonprofit administration, or a related field preferred. Experience in a nonprofit, philanthropic, financial services, or relationship-based database environment preferred.

OTHER KNOWLEDGE, SKILLS AND/OR ABILITIES

- Welcoming, professional, service-oriented communication style.
- Strong organization, attention to detail, follow-through and ability to manage multiple priorities.
- Sound judgment, discretion and ability to handle confidential donor, board, executive and organizational information.
- Comfort using office technology, donor or database systems, virtual meeting tools and Microsoft Word, Excel, Outlook, and PowerPoint.
- Ability to clear background screen; bondable.

PHYSICAL DEMANDS

The physical demands described here are representative of those that an employee must meet to successfully perform the essential functions of this job. Reasonable accommodations must be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this position, the employee is primarily sedentary, with minimal physical exertion required. The position requires manual dexterity and repetitive motion, with reasonable accommodation, and clear speech due to extensive oral communication with the public, co-workers, donors, volunteers, board and committee members, and supervisors.

WORK ENVIRONMENT

The majority of the work is performed indoors in a controlled temperature environment, protected from external weather conditions.

Reviewed By:		Date:	August 14, 2026
Approved By:		Date:	August 14, 2026
Last Updated By:		Date/Time:	