Who We Are
Maine Community Foundation works with donors and other partners to improve the quality of life for all Maine people. Our mission is to bring people and resources together to build a better Maine. Please learn more about us by visiting our website: https://www.mainecf.org/.

Position Summary
The Donor Services Officer serves as the primary staff contact for approximately 100 donor-advised funds. They engage donors in the larger mission of the organization and identify projects and organizations that may be of particular interest to donors with advised funds. Additionally, they help resolve common donor services questions for their portfolio of donor-advised funds. This position reports to the VP of Donor Services and Gift Planning.

Essential duties and responsibilities:
• Within a team environment, serve as primary staff person to donor-advised funds that require an active level of engagement and/or customer service (approximately 100 funds).
• Foster personal relationships with and targeted communication to donor-advised funds in their areas of interest(s) to enhance donors’ satisfaction with the Foundation and the effectiveness of their charitable giving.
• Develop and maintain a broad knowledge of the Maine nonprofit community, including Foundation initiatives, and share this knowledge with donor advisors and other staff working with donor advised funds.
• Research projects and nonprofits organizations for donor-advised funds in areas outside of existing staff expertise and/or time constraints.
• Facilitate conversations with individual donors and/or a group of donor advisors about their philanthropic goals and related strategies.
• Work directly with donors and staff to promptly resolve gift, grant, and other fund issues for donor advisors.
• Use technology to further Foundation’s research and knowledge sharing abilities.

Qualifications needed for position:
The following are required for this position:
• Experience with donor/customer services, with a preference for experience working with high-net-worth individuals.
• General knowledge of organizations and issues that may have long-term impact on communities across Maine.
• Strong research skills and ability to translate complex information into understandable language.
• Excellent communication, critical thinking, interpersonal, analytical, and team skills.
• High level of accuracy and attention to detail.
• Demonstrated ability to work with diverse groups and individuals.
• Well-organized, self-motivated, can-do attitude.
• Strong knowledge of Microsoft Office products especially Word, Excel, Outlook and PowerPoint; able to manipulate information in Microsoft Office products.
• Willingness and ability to attend events outside regular work hours as needed.
• Willingness and ability to travel within Maine.
• Minimum 3-5 years related work experience.

Location and Schedule
This is a full-time (37.5 hours/week), hybrid position (3 days in office, 2 days remote), based out of our Portland or Ellsworth office.

Compensation and Benefits
• Salary range of $63K-70K annually, based on experience and qualifications
• Health Insurance, 100% employer-paid premium for single coverage
• Dental Insurance, 100% employer-paid premium for single coverage
• Employer-paid short-term disability, long-term disability, and term life insurance
• 401(k) retirement plan with a 6-9% company contribution vested immediately
• 21 paid days off per year (increases with tenure)
• 13 paid holidays per year
• Employee Assistance Program (EAP)
• Wellness benefit

Our Hiring Process and Timeline
To apply, please email a cover letter and resume that explain how your skills and experience fit this position to resumes@mainecf.org by Friday, August 5th.
• Application deadline is August 5th
• Phone screens will be August 11th-17th
• In-person interviews will be August 22nd-26th
• We would like the selected candidate to start in September

For questions, please contact: resumes@mainecf.org