

Director of Stewardship

POSITION DESCRIPTION

The director of stewardship is responsible for managing The Winston-Salem Foundation's contact, communication with and stewardship of its current fundholders and donors. This position designs, implements and directs an integrated and comprehensive donor/fundholder stewardship program that appropriately and consistently promotes interaction and connection with and recognition of fundholders/donors at all levels. The director of stewardship will plan and implement strategies to educate, inform and engage donors/fundholders to deepen their relationships with the Foundation and help them fulfill their philanthropic goals. This individual will help develop the Foundation's portfolio management system to ensure that the Foundation is implementing best practices in the field and ensure that its donors receive the highest level of customer service. The director of stewardship is a member of the Development and Donor Services team and will work closely with the director of development operations to review and improve the Foundation's internal processes and procedures as they relate to the donor/fundholder experience.

ABOUT THE WINSTON-SALEM FOUNDATION

We are a nonprofit community foundation, comprised of over 1,650 funds, that assists people and organizations with their charitable giving, provides financial aid to college students, and makes Community Grants to nonprofit organizations in Forsyth County. We are the oldest foundation in North Carolina, and we are one of the oldest community foundations in the country. Since 2018, the Foundation has been on a journey to deepen its understanding of and commitment to racial equity as both a priority in our work in the community and as a hallmark of our organizational culture.

Our vision:

A generous and trusting community where everyone is thriving.

Our mission:

We inspire giving and link resources to action, strengthening Forsyth County—now and forever.

Our values:

- **Inclusion** – we practice and champion inclusion, honoring the strengths and experiences of all in our community.
- **Accountability** – we honor the intentions of our donors and partners and hold ourselves to the highest standards of ethics, service and stewardship.
- **Continuous Learning** – we are committed to learning and evolving with our community and our partners.

DESCRIPTION OF RESPONSIBILITIES

All staff work together to live out the Foundation's mission, values, and equity commitment. Each person actively participates in education sessions, work groups, and other formal and informal opportunities to learn about and operationalize our shared commitment to equity.

- Be a thought leader in developing and implementing strategy that increases charitable resources and more deeply engages fundholders, particularly around donor-advised funds
- Provide stewardship of donors through engagement and educational events, informational mailings, emails, meetings, and personal visits in collaboration with the other members of the DDS Team and the marketing and communications team.
- Oversee donor relationship management and donor portfolio system in partnership with the director, development operations.
- Participate in key Community Investment meetings to remain current on community issues
- Increase the visibility of the Foundation's mission through active participation and presence in the community
- Keep abreast of trends and developments in the field with special attention to rules concerning donor-advised funds
- Represent the Foundation by making public presentations and participating in community councils, advisory committees, and other civic events
- Works closely with staff in the DDS and Community Investment teams to create and implement strategies that ensure donors' philanthropic objectives are met, their knowledge of the community is broadened, and their relationship with The Winston-Salem Foundation is strong.
- Supervise the development and coordination of the annual solicitation for the Foundation's Next Century Fund or other funds.
- Manage a portfolio of donors
- Manage the donor services officer
- Perform other duties as assigned

QUALIFICATIONS

- Strong demonstrated professional experience in the field of philanthropy, demonstrating continuous growth, preferably with community foundation experience
- Understanding of and experience with a constituent management system and its importance to development work
- A high level of confidence and comfort in face-to-face, phone, and email conversations with Foundation fundholders and donors.
- Strong interpersonal skills
- The ability to use creative thinking to find new and unique approaches to everyday challenges.
- Comfort and familiarity with using a CRM and other technology to track progress and achieve goals
- Demonstrated experience working with a team toward a common purpose in the spirit of collaboration
- Strong commitment to the Foundation's values

- Commitment to and understanding of racial equity
- Ability to interact respectfully with people of diverse backgrounds, perspectives, and cultures
- Commitment to continuous learning
- Strong organizational skills and demonstrated ability to manage and execute multiple projects and priorities
- Strong written and oral communication skills
- Attention to detail
- Management experience preferred or demonstrated ability to work collaboratively, giving direction, and expressing empathy

HYBRID WORK SCHEDULE

The Foundation offers a hybrid schedule where most staff are expected to work in person at least two to three days per week. Some positions, such as the Director of Stewardship, are expected to be in person more frequently due to the nature of their responsibilities. The Director of Stewardship will be expected to be in person a minimum of four days per week. Our offices are in downtown Winston-Salem.

SALARY AND BENEFITS

Salary range starts at \$70,000, commensurate with experience. Benefits include generous paid time off (PTO) and holidays. Health insurance, life insurance, dental insurance, short-term and long-term disability insurance, and parental leave begin the first of the month following 30 days of employment. Eligibility for the defined benefit retirement plan begins after one year of service. Other optional benefits include a flexible benefit plan, supplemental insurance with AFLAC, employee supplemental retirement plan, charitable match program and tuition and fee reimbursement.

The Winston-Salem Foundation is committed to building a staff that reflects the community served by the Foundation's mission and strategic priorities and we invite applicants that represent our diverse community.

To apply, please visit wsfoundation.org/careers.