



## The Denver Foundation

**JOB TITLE:** Bilingual Foundation Services Coordinator

**Reports to:** Director of Operational Excellence

**FLSA Status:** Non-Exempt

### **POSITION SUMMARY:**

The Bilingual Foundation Services Coordinator is responsible for providing exceptional customer service to the foundation's constituencies by serving on the frontline support team and supporting our administrative office functions. This position holds primary responsibility for data entry and basic reporting for the Impact Group. The Bilingual Foundation Services Coordinator also supports the foundation's events, convenings, and meetings by providing event and administrative support. This position supports business operations by supporting workflow development and administrative support for those responsible for project management.

### **RESPONSIBILITIES & ESSENTIAL FUNCTIONS**

- Responsible for providing direct support for general inquiries from donors, grantees, students, etc., as part of the frontline support team
- Support office administrative functions, including serving as backup for the Receptionist, greeting guests, ordering office supplies, managing the mail process, etc.
- Provide data entry and basic reporting for the organization, including:
  - Building new constituent records according to the foundation's standard practices and updating constituent contact information, relationships, and preferences;
  - Regular cleaning and maintenance of data in the foundation's Customer Relationship Management (CRM)
  - Provide basic reporting on core functions of the foundation's work
- Support the Grant and Scholarship Portals by answering external questions and solving low-to-mid-level technical issues
- Conduct donor research and fund reviews related to donor-facing products
- Support the creation and implementation of workflows and processes across the foundation
- Facilitate grantee/donor communication through the electronic acknowledgment system and any customized reporting to special project funds
- Coordinate internal stakeholders to produce events, convenings, and other opportunities for donor engagement and donor/grantee connection
- Provide meeting and event support such as coordinating event details with internal and external stakeholders, recording event RSVPs, and providing day-of-event support such as preparing nametags and event collateral and managing in-person and remote meeting logistics

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### **REQUIRED QUALIFICATIONS:**

- 1-3 years of experience in the nonprofit industry or an administrative assistant role
- Bilingual proficiency (English and Spanish)
- High level of confidentiality and professionalism
- Strong attention to detail
- Customer service orientation
- Excellent problem-solving, organization, and time management skills
- Highly skilled in the use of Microsoft Suite
- Proficient knowledge of the purpose and use of a Customer Relationship Management (CRM) system
- Strong working knowledge of office processes and business process development
- Ability to work with a multitude of voices, opinions, and backgrounds
- An unwavering commitment to racial equity
- Belief in the model of community foundations
- Ability to build relationships with people of diverse backgrounds, perspectives, and cultures

### **PREFERRED QUALIFICATIONS:**

- Experience using document management systems; knowledge of SharePoint is a plus
- Knowledge and understanding of philanthropy and the nonprofit sector
- Experience in fundraising, donor relations, and/or grantmaking

**WORK ENVIRONMENT:** The position is based in an office environment with a mix of private offices and cubicles.

### **PHYSICAL DEMANDS:**

- Daily communication via phone.
- Frequent extended hours in front of a computer screen with or without accommodations.
- Occasional carrying of objects up to 20 pounds.
- Occasional activities occurring outdoors.

### **ADDITIONAL ELIGIBILITY QUALIFICATIONS:**

- Must be authorized to work in the United States

**OTHER DUTIES:** Please note that this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this position. Duties, responsibilities, and activities may change at any time.

**COMPENSATION:** This is a full-time, non-exempt position. The Denver Foundation offers a competitive benefits package, including paid time off, retirement contributions, tuition

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assistance, and medical, life, and disability insurance. The starting hourly rate for this position ranges from \$22.84 to \$24.04, depending on experience.

**THE DENVER FOUNDATION'S ANTI-DISCRIMINATION POLICY:** The Denver Foundation shall not discriminate based on race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, military status, any of its activities or operations. These activities include but are not limited to hiring and firing staff, selection of volunteers, selection of vendors, and provision of services.

*The Denver Foundation practices and champions inclusiveness in our community. We honor all community members' diverse strengths, needs, voices, and backgrounds. Candidates from traditionally marginalized communities are especially encouraged to apply.*

### **JOB DESCRIPTION STATEMENT:**

I have read and understand and accept the job description, including the qualifications and the requirements of the described position. I certify that I can and will perform the duties and all responsibilities required for this position.

Printed Name:

Date:

Signature: