

Job Announcement

Date: May 28, 2026

Job Title: Donor Services Coordinator

Classification: Nonexempt

Salary: \$60,000 - \$65,000

Location: Helena, Montana

Reports to: Philanthropy Operations Manager

Description of Position:

In support of Montana Community Foundation's (MCF) mission, the Donor Services Coordinator is an integral part of a team of professionals dedicated to growing philanthropy in Montana. This position reports to the Philanthropy Operations Manager and works closely with other teammates in achieving Montana Community Foundation's (MCF's) mission – *Creating a Culture of Giving so Montana Communities Can Flourish*.

This position is responsible for collaborating with a diverse range of constituents: donors, professional advisors (attorneys, accountants, financial advisors, trust officers) as well as local community foundations and nonprofits across the state to establish and/or grow charitable funds through both direct and planned gifts.

MCF's mission is to *Create a Culture of Giving so Montana Communities Can Flourish*. This mission is accomplished through a strong team effort that focuses on collaboration, empowerment, and professional excellence. MCF places equal emphasis on an employee's skills and an employee's attitude, recognizing the combination of exceptional skills and a positive, respectful attitude make MCF a special environment for its employees and constituents. To that end, our employees must have a positive attitude and engage in constructive and appropriate communication. Employees must treat their employer, its constituents, and each other with respect at all times.

Essential Duties, Responsibilities and Expectations:

- **Donor Services (75%)**
 - Serves as a primary point of contact for donor inquiries, ensuring timely, accurate, and thoughtful responses.

- Assists the Philanthropy Operations Manager with planned giving contracts and processing.
 - Processes gifts accurately and efficiently, including checks, online donations, and other contributions.
 - Assists with gift documentation, tax receipts, acknowledgment records, and planned gift processing.
 - Maintains organized and accurate records of donor interactions and giving history.
 - Identifies and resolves issues related to donations, donor records, or communications.
 - Ensures a high-quality, seamless donor experience at every interaction.
 - Provides assistance and administrative support to those using MCF's Donor Portal.
- **Constituent Record Management (CRM) & Database Support (25%)**
 - Assists in maintaining and supporting the organization's CRM system.
 - Enters and updates donor data to ensure accuracy and consistency.
 - Partners with finance and philanthropy staff to reconcile gifts and reporting.

Experience and Education

- Experience working with a Constituent Record Management System.
- Strong attention to detail and commitment to accuracy.
- Clear written and verbal communication skills.
- Ability to manage multiple tasks and meet deadlines consistently.
- Comfort working with both data systems and interpersonal relationships.
- Collaborative, service-oriented approach.
- B.A./B.S. degree or three to four years' experience working in a related field, preferably in nonprofit organizations.

Competencies:

- Strong donor service and relationship management skills.
- High attention to detail and accuracy in data entry and record keeping.
- Ability to communicate clearly and warmly with a variety of audiences.
- Strong organizational skills and ability to manage competing priorities.
- Comfort working across both relational and systems/data-focused work.
- Collaborative mindset and commitment to team success.
- Proficiency with Microsoft Office programs (Word, Excel, PowerPoint).
- Ability to maintain strict confidentiality.

Work Environment:

This job is located in Helena, Montana and typically operates in a professional office environment. The person occupying this position routinely uses standard office equipment such as computers, phones, photocopiers, and filing cabinets.

Supervisory Responsibilities:

This position has no supervisory responsibilities.

Work Environment:

This job operates in a professional office environment. The person occupying this position routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets, and fax machines.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the essential functions of this job, the employee is frequently required to stand, walk; sit; use hands to handle, or feel objects, tools, or controls; and talk or hear. The employee is occasionally required to reach with hands and arms and stoop, kneel, crouch or crawl. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

This position works in an office, and the noise level in the work environment is usually low to moderate. While performing the duties of this job, the employee is occasionally exposed to toxic or caustic chemicals, i.e., copier toner.

This is a largely sedentary role; however, some filing is required. This would require the ability to lift files, open filing cabinets and bend or stand on a stool as necessary.

Position Type/Expected Hours of Work:

This position is classified as a professional level non-exempt position. This is a full-time position with accompanying benefits and responsibilities. Excellent attendance and timelines required.

Travel:

This position is based in Helena, Montana and requires occasional travel throughout the state.

Benefits:

MCF offers a competitive benefit package. Full-time regular employees are eligible to participate in group medical, dental and vision coverage; 401 (k) retirement plan; Health Savings Account; and short-term and long-term disability coverage as well as a generous PTO program.

Other Duties:

Please note 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 job. Duties, responsibilities, and activities may change at any time with or without notice.

How to Apply:

To apply for this position, submit a **cover letter, current resume,** and **three (3) professional references** to daphne@mtcf.org. Applications can only be submitted **by email**. Review of candidates will begin June 22, 2026.