



Job Description: Donor Stewardship and Engagement Officer

Reports to: Vice President for Philanthropy

FLSA Classification: Salaried

Prepared Date: January 2026

POSITION DESCRIPTION: This position will grow relationships with our fundholders and annual donors to sustain and deepen connections. They will motivate donors to strengthen their commitments to our work and the community. They will develop engagement plans, providing consistent and strategic stewardship activities in partnership with other members of the Philanthropy team and serve as the primary contact with Donor Advised fundholders, gaining in-depth knowledge of their values, interests, and financial capabilities.

ABOUT THE FOUNDATION: Adirondack Community Foundation is a regionally renowned, high-energy office dedicated to building stronger communities and a better quality of life for all residents in the Adirondack region. We are a hub for generosity, working with donors from all walks of life to give to the people, places, and things they love –now and through legacy planning.

The Foundation manages a growing collection of charitable funds created by individuals, families, and businesses, with a priority of building discretionary funds for high-impact grantmaking. Each year, the Foundation distributes over \$10 million through grants and scholarships, helping thousands of donors achieve their philanthropic goals and hundreds of nonprofits carry out their good work. We lead strategic initiatives in early childhood, housing, jobs and education. Adirondack Foundation is a 501(c)(3) public charity with \$130 million under management, 320 funds, and a staff of 14.

The Foundation is an ambitious organization, always growing its understanding of ever-changing needs and embracing a culture of high performance, transparency, and flexibility. Working respectfully and cooperatively as a team, our staff is inspired by the Board of Trustees and Community Council that guide our work, as well as the donors and nonprofit partners we work to support.

JOB OVERVIEW: The Donor Stewardship and Engagement Officer is the lead coordinator in the Foundation's efforts to deepen relationships with our fundholders and annual donors to sustain their connections to the Foundation through: 1) Improving the fundholder experience, inspiring them to strengthen their commitments and involvement with the Foundation, and 2) Improving the annual donor experience so that they are motivated to strengthen their support of the Foundation via GAF, SUN, and strategic initiatives.

PRIMARY DUTIES AND EXPECTATIONS

- Serve as a primary steward for fundholder relationships, providing proactive, personalized engagement that honors donor intent and deepens understanding of each fund's purpose and impact

- Lead fundholder outreach, giving and granting analysis, and regular check-ins to strengthen long-term relationships and support fundholder satisfaction, retention, and growth
- Manage the onboarding experience for new fundholders in partnership with philanthropy staff, ensuring a welcoming, clear, and values-driven introduction to the Foundation
- Support conversations with donors regarding charitable giving options, including gifts of assets, estate and legacy planning, and long-term philanthropic strategies, in collaboration with philanthropy leadership
- Provide stewardship outreach and recognition for trustees, ambassadors, and key volunteers, reinforcing their role as leaders and champions of the Foundation
- Oversee donor acknowledgement and thank-you processes to ensure timely, accurate, and personalized recognition aligned with fundholder preferences
- Prepare, assess, and update stewardship and legacy materials that reinforce donor intent, fund purpose, and the lasting value of community-based philanthropy
- Support stewardship events, fundholder gatherings, and community site visits that connect donors more deeply to the impact of their giving in the Adirondack region
- Partner with Communications staff to support stewardship messaging in the Annual Report, e-newsletters, social media, and other communications
- Collaborate across departments to ensure a coordinated, high-quality fundholder experience grounded in shared values and strong internal alignment
- Maximize effective use of the CSuite CRM platform and Fund Advisor Portal to track fundholder relationships, preferences, and engagement history
- Analyze giving and engagement trends across funds, annual appeals, and strategic initiatives to inform stewardship strategies and identify opportunities for deeper connection
- Participate in ongoing professional development related to community foundations, stewardship, and philanthropic best practices

General Administration

- Assist in welcoming donors, grantees, potential donors and grantees, and the public at the Adirondack Community Foundation office
- As needed, join staff in assisting with office operations and organization
- Attend ACF meetings and other groups, as needed
- Work to help implement the Development components of the strategic and annual work plans for the organization
- Have an approach that yields pride, ownership, open communication, camaraderie and respect among staff
- Ski, walk, run, enjoy Heaven Hill Farm

Experience, Skills, and Education

- Bachelor's Degree or its equivalent experience
- Philanthropy, donor services, or customer service experience preferred
- Experience in a nonprofit organization a plus
- Background with problem solving and project management
- Strong writing skills and verbal communication, organizational and planning capacity
- Acumen with computers, experience with Google platforms and the Microsoft Office Suite, as well as capacity to work in our Community Suite and Donor Search platforms

Personal Qualities

- High energy team player who melds well into a highly collaborative team
- Passionate about the Adirondacks, our neighbors, and their communities
- Extremely organized and attentive to detail, able to multitask and manage many priorities
- Compassionate about other people and goes the extra step to make everyone feel special including donors, grantees, colleagues
- Undaunted by asking someone for support or starting conversations at a function
- Exhibiting sound judgment, discretion, and high ethical standards

- Possessing vision, creativity and sense of humor

WORK ENVIRONMENT: This job operates in a professional office environment. This role routinely uses office equipment such as computers, phones, photocopiers, and filing cabinets.

POSITION TYPE/EXPECTED HOURS OF WORK: This is a full-time position, and the hours of work and days are Monday through Friday. This job can be accomplished on a hybrid schedule, but at least three days per week are required in-office for the team to function well.

OTHER INFORMATION: In compliance with New York State's Pay Transparency Law, the annual base salary range for this position is USD \$62,500 to USD \$72,500. Adirondack Community Foundation considers factors such as (but not limited to) scope and responsibilities of the position, candidate's work experience, education/training, key skills, internal peer equity, as well as market and organizational considerations when extending an offer. This pay range represents base pay only. Adirondack Foundation also provides high-quality, comprehensive benefits including health care coverage, generous paid time off and ways to save for the future.

INTERESTED CANDIDATES: Send cover letter and resume as a single Word or PDF document via email to: info@adkcommunityfoundation.org

Please submit responses electronically via email. Response may also be received by U.S. Postal Service if an electronic medium is not available. No calls please. Application will be open until filled. We thank all candidates for their interest; however, only those selected for an interview will be contacted. Adirondack Community Foundation is an equal opportunity employer.

Adirondack Community Foundation is an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law.