



CORPORATE SOCIAL RESPONSIBILITY SERVICES MANAGER

POSITION OVERVIEW

Community Shares of Colorado is looking for a team member who wants to support intentional community investment in nonprofits working for social change by enabling connection with workplaces and workers. The Corporate Social Responsibility (CSR) Services Manager will foster relationships with companies and government entities, their employees, and nonprofits in the community to ensure creative, on-target and well-organized workplace engagement programs. This role is a connector of people, information, and community within our newly formed CSR Services team. We are looking for someone who is comfortable both with working behind the scenes to organize information and produce content, and communicating externally with various constituents through multiple channels to serve as the first point of contact for coordination, questions, and assistance. This role will report directly to the CSR Services Director and work cross-functionally with the entire Community Shares of Colorado team to produce our annual Community Giving Campaign and other CSR efforts.

COMMUNITY SHARES OVERVIEW

Community Shares is Colorado's Community Giving Fund. For more than 30 years, we have connected Coloradans to the charities and causes they care about most through community giving and workplace engagement programs. Our Community Giving Campaign reaches more than 250,000 employees across the state each year, encouraging them to give over \$4 million annually to nonprofits in our community. We democratize philanthropy so it reflects our vital and vibrant community – in terms of who gives and where dollars go. We have traditionally inspired accessible, meaningful and transformational philanthropy through small-dollar recurring giving options like payroll contributions, and are growing and diversifying the engagement services we provide to workplaces. Community Shares connects individuals, nonprofits, and employers in a shared vision of progress. Together, we are building and investing in a more socially just Colorado. One dollar and donor at a time, we have collected more than \$40 million for local investment in Colorado nonprofits since our founding more than three decades ago. Community Shares is located in the Colorado Collaborative for Nonprofits at 789 Sherman Street in Denver, Colorado.

CORE RESPONSIBILITIES:

WORKSITE RELATIONSHIPS AND PROGRAM DELIVERY

- Develop and execute plans for a variety of worksite programs that support employee engagement, including but not limited to: payroll contributing; days of giving and service; ambassador initiatives; craft fairs; silent auctions; kickball tournaments; learning sessions; seed money funding; and, volunteer and donation matches.
- Responsible for building and maintaining relationships with worksite contacts, including but not limited to: developing and delivering training; generating updates and maintaining contact lists; planning thank-you events and other appreciation activities; and, being the point person for questions, information and assistance.
- Plan, coordinate and help facilitate committee and other worksite planning meetings, tracking decisions and initiating follow up.
- Work in conjunction with key partners to carry out collaborative, branded workplace engagement programs (Partnership for Colorado, CSR Solutions of Colorado, Civic 50 Colorado, etc.).
- Represent Community Shares by attending nonprofit fairs and other worksite activities.

PROGRAM OPERATIONS

- Set up and maintain online donation systems for Community Shares' most significant CSR programs in which payroll giving is a component.
- Learn and follow internal accounting, finance and reporting processes as part of overall start-to-finish management of CSR campaigns.
- Be a part of Community Shares team delivering materials and other items as needed to workplaces, and picking up and processing donations and pledges.

PROGRAM COMMUNICATIONS

- Write, design, and produce suite of workplace engagement collaterals, in collaboration with the CSR Services Director and others on the Community Shares team. Spearhead the distribution of these materials to worksite volunteers.
- Generate wrap-up reports for workplaces utilizing a process and template that you develop.
- Write, design and send email marketing pieces for worksite employees and donors.
- Work with others on the Community Shares team to schedule, develop and post content about worksite engagement campaigns on websites and social media.

NONPROFIT ELIGIBILITY AND CERTIFICATION

- Update annual nonprofit application forms for select worksite campaigns, along with: posting on website and distributing through email (via maintaining updated email lists); developing and delivering training to nonprofit applicants; and, serving as contact for applicant questions.
- Be a part of Community Shares team reviewing and evaluating nonprofit applications and recertification materials for select worksite fundraising efforts.

Community Shares supports a diverse selection of member nonprofits. The CSR Services Manager must be willing to positively and enthusiastically represent and fundraise on behalf of all represented charities. The full list of these organizations may be found at www.cshares.org/alphabetical-listing.

WE SEEK THE FOLLOWING TALENTS

- Enthusiasm and commitment to the mission, vision, and values of Community Shares.
- Professional, friendly, positive approach to community events, speaking opportunities, and customer service.
- Appreciation for the importance of effective, accurate, and detailed administration of information.
- Ability to quickly adapt to new technology for communication, information, and contact relationship management.
- Capability to track multiple activities at once, and manage time effectively to accomplish goals and meet deadlines.
- Self-directed (needing minimal supervision to maintain accountability for projects), along with having high self-expectations for the quality and timeliness of work.

SKILLS, KNOWLEDGE AND EXPERIENCE

Community Shares is seeking a CSR Services Manager who can demonstrate:

- Ability to plan, organize, multi-task, and set and achieve priorities.

- Strong interpersonal skills with superior ability to build relationships on behalf of organization, and a proven track record of exceptional customer service.
- Ability to internalize and effectively express the mission and vision of Community Shares in order to influence key constituents.
- Adaptable, open to change and experimentation, and likes to learn.
- Adherence to strict ethical standards in fundraising in order to ensure donor trust and transparency.
- Demonstrated clear and concise communication skills, along with excellent energy, engagement, and presence in a variety of scenarios including in person and on phone calls.
- At least two years of demonstrated professional experience (in areas such as fundraising, project management, marketing or customer service-related work) with progressive responsibilities.
- Microsoft Office proficiency including working knowledge of Excel and the ability to merge data.
- Experience with website management platforms, communication platforms, online giving systems, design software and databases (through systems such as Weebly, Constant Contact, Piktochart, Canva, FundRaiser Professional, eTapestry and iPledge).

Preferred:

- A BA/BS degree in Business Administration, Communications, Marketing, Nonprofit Leadership or other related degree program.

PHYSICAL REQUIREMENTS TO PERFORM JOB

Travel to and from meetings and appointments throughout Colorado in locations and at times when public transportation may be unavailable.

COMPENSATION

Starting salary range of \$38,000-\$40,000 depending upon experience. This is a non-exempt, full-time position. The CSR Services Manager may be required to staff CSR activities outside of office hours based on needs of worksite customers and their employees. The Community Shares benefit package includes 100% employer-paid health insurance; paid vacation, sick and holiday leave; a positive working environment; paid volunteer days; and, access to several additional amenities and services.

APPLICATION PROCEDURE

Please email a resume and cover letter specifically addressing your interest in the CSR Services Manager position to jobs@cshares.org with the subject “[Your Name]-CSR Services Manager.” The cover letter may be addressed to Becky Herlinger, CSR Services Director. Candidates will be interviewed as applications are received with the goal of an early April 2020 start date.

Community Shares of Colorado does not discriminate against individuals on the basis of race, color, religion, creed, national origin, gender, age, sexual orientation, gender expression, marital status, military status, veteran status, physical or mental disability or any other unlawful basis in the administration of services, employment, volunteers, membership or leadership. Community Shares provides equal employment opportunities to all individuals based on qualifications related to the position and the ability to perform the job.