



Social Impact Services Manager

POSITION OVERVIEW

Community Shares of Colorado is looking for a team member who wants to support intentional community investment by connecting workplaces and workers to nonprofits working for social change. Community Shares of Colorado is seeking a full-time Social Impact (SI) Services Manager to join our outstanding team in a fun and friendly professional environment. The SI Services Manager will foster relationships with workplaces, 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 SI 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 CEO and work cross-functionally with the entire Community Shares of Colorado team to produce our annual Community Giving Campaign and other SI Services efforts.

Our Community Giving Campaign facilitates accessible philanthropy within workplaces through incremental giving options like payroll contributions and workplace engagement options including matching funds, employee volunteer incentives, and corporate giving strategies. Together we are building and investing in a more socially just Colorado.

We partner with over 130 worksites (public and private) to empower more than 250,000 employees across the state to give to the charities they choose. Some of our worksite partners include the state of Colorado, the city of Denver, the National Renewable Energy Laboratory, and Pinnacol Assurance.

COMMUNITY SHARES OVERVIEW

Community Shares is Colorado's Community Giving Fund. For more than 35 years, we have connected Coloradans to the causes they care about most. One dollar at a time, one donor at a time, we have raised more than \$45 million for local investment in Colorado nonprofits. Community Shares of Colorado supports a diverse selection of member nonprofits in the community working toward social change. Review the full list at <http://www.cshares.org/alphabetical-listing.html>.

CORE RESPONSIBILITIES:

WORKSITE RELATIONSHIPS & SERVICES

- Build and maintain meaningful relationships with key personnel.
- Serve as first point of contact and provide outstanding customer service and assistance for worksite coordinators by responding to questions, addressing issues, and resolving complaints.
- Collaborate with worksite coordinators to plan and execute successful plans for a variety of worksite programs that support employee engagement, including but not limited to: employee giving campaigns, days of service, ambassador initiatives, learning sessions, seed money funding, and volunteer and donation matches.

- Support worksite coordinators by developing and delivering training, creating/updating a suite of templates for their use, emailing regular updates throughout the employee giving campaign season, and planning thank-you events and other appreciation activities.
- Work with Development & Communications Manager to develop, schedule, and post content about SI Services programs on websites and social media.
- Coordinate and help facilitate worksite committee meetings and other planning meetings, including planning meeting logistics, drafting minutes, tracking decisions, and initiating follow-up.
- Track and respond to requests for worksite events and activities, including: trainings, nonprofit fairs, guest speaker opportunities, volunteer opportunities, thank you and appreciation events, and employee-led events such as kickball tournaments, bake sales, silent auctions, craft fairs, and chili cook-offs.
- Coordinate with the Member Services Manager to manage member nonprofit participation at worksite events and activities.
- Represent Community Shares at worksite events and activities, speaking engagements, and informational booths.
- Act as staff liaison with SI Solutions supporting new business development.
- Work in conjunction with key partners to carry out collaborative, branded workplace engagement programs (SI Solutions of Colorado, Civic 50 Colorado, etc.).
- Maintain curated lists for SI services, including campaign iterations, participating worksites, key contacts, donors, and nonprofits.
- Recommend improvements to systems and processes based on constituent feedback.

PROGRAM OPERATIONS

- Design, order, and maintain inventory of SI Services programs supplies and materials, including annual giving campaign publications, paper pledges, and campaign swag/prizes.
- Distribute materials and supplies to individual worksites and collect as needed.
- Support set up and maintenance of online giving platforms customized appropriately to each worksite partner, and any additional platforms as needed to deliver SI Services.
- Provide technical support for users of the online giving platforms, responding to questions, providing information, and troubleshooting issues.
- Assist with system maintenance, testing, and implementation of new products, features or upgrades for ElevateGive.
- Meet unique reporting needs for SI Services Clients, including wrap-up reports for worksites, creating and distributing tax acknowledgments as necessary, and producing monthly, quarterly, and annual distribution, results, and payroll reports.
- Collaborate with Information Systems team to support reconciliation and adjustments for requested changes in contributions.
- Follow internal accounting, finance and reporting processes as part of overall start-to-finish management of SI campaigns.
- Maintain both the integrity and confidentiality of all data.

NONPROFIT ELIGIBILITY AND CERTIFICATION

- Build and maintain meaningful relationships with key contacts at nonprofit organizations that work directly with SI Services.
- Collaborate with the Member Services team to facilitate member applications and recertifications for select worksite giving campaigns.
- Be a part of Community Shares team reviewing and evaluating nonprofit applications and recertification materials for select worksite fundraising efforts.

- 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.

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.
- Adherence to strict ethical standards in fundraising in order to ensure donor trust and transparency.
- Self-directed with the willingness to ask questions when necessary.
- Team player with a positive attitude.
- Illustrated interest in the advancement and expansion in social justice, equity, inclusion and diversity.
- Commitment to learning and continuous improvement of systems and processes.

SKILLS, KNOWLEDGE AND EXPERIENCE

- Ability to set, prioritize, and achieve priorities.
- Strong interpersonal skills with the ability to cultivate and maintain relationships with diverse groups of people, including Community Shares team members, workplace donors, giving campaign volunteers, and partner nonprofit representatives.
- Ability to internalize and effectively express the mission and vision of Community Shares in order to influence key constituents.
- Proven track record of exceptional customer service.
- Demonstrated clear and concise communication skills; excellent energy, engagement, and presence in a variety of communication channels including in person, email, phone calls, video meetings, and social media.
- Capability to track multiple activities at once, prioritize projects, and meet deadlines.
- Keen attention to detail.
- Proficiency in Microsoft Office and Google Suite.
- Experience with or willingness to learn database systems (Monday, ElevateGive), payment software (Stripe), CRM software (Neon), communication tools (Constant Contact, Canva, Piktochart, and Weebly), and virtual meeting technology (Zoom, Google Meet, and Microsoft Teams).
- At least two years of demonstrated professional experience (in areas such as fundraising, project management, marketing or customer service-related work) with progressive responsibilities.

Preferred:

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

COMPENSATION & BENEFITS

Starting salary for this position is \$51,000 - \$55,000. This is an exempt, full-time position. The SI Services Manager may be required to staff SI activities outside of office hours based on needs of worksite customers and their employees.

The Community Shares benefit package includes 100% employer paid health, dental, and vision insurance; pre-tax Health Expense FSA; 403(b) retirement plan with employer match up to 3% of salary fully vested in year 3 of service; generous paid vacation and sick time, holiday leave, employee giving campaign and paid volunteer time-off.

We offer a hybrid work schedule. Community Shares is located in the Mountainview Nonprofit Tower at 1600 N. Downing Street, Suite 700, Denver, CO 80218.

APPLICATION PROCEDURE

Please email your resume and cover letter specifically addressing your interest in the SI Services Manager position to jobs@cshares.org with the subject “[Your Name]-SI Services Manager.” The cover letter may be addressed to Robin Wood-Mason, Chief Executive Officer.

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 of Colorado provides equal employment opportunities to all individuals based on qualifications related to the position and the ability to perform the job.