



## Corporate Social Responsibility Services Projects Coordinator

### POSITION OVERVIEW

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Community Shares of Colorado is seeking a full-time Corporate Social Responsibility (CSR) Services Project Coordinator to join our outstanding team in a fun and friendly professional environment. The CSR Services Project Coordinator 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 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 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 Pinnacle Assurance.

### COMMUNITY SHARES OVERVIEW

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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 \$40 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

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#### WORKSITE RELATIONSHIPS & SERVICES

- Serve as first point of contact and provide outstanding customer service and assistance for CSR Services partners by responding to questions, addressing issues, and resolving complaints.
- Build meaningful relationships with key personnel, including lead campaign coordinators at individual worksites and contacts at nonprofit organizations that work directly with CSR Services.
- Coordinate giving campaign leadership committee and other worksite planning meetings, including meeting logistics, taking & drafting minutes, and follow-up.
- Maintain curated lists for campaign iterations, including contacts, nonprofits, worksites, and donors by verifying, adding, deleting, correcting, or updating data received through collaboration with various teams and research.
- Perform basic research tasks such as locating phone numbers or emails in online directories or databases.
- Collaborate with Information Systems team to support reconciliation and adjustments for requested changes in contributions.

- Collaborate with the Member Services team to facilitate member applications and recertifications for select worksite giving campaigns.
- Follow internal accounting, finance, and reporting processes as part of overall start-to-finish management of CSR Services.
- Recommend improvements to systems and processes based on constituent feedback.

## GIVING CAMPAIGN EVENT SUPPORT

- Assess, track, and respond to requests for giving campaign events and activities to meet the needs of individual worksites, including: trainings, nonprofit fairs, guest speaker opportunities, volunteer events, thank you and appreciation events, and employee-led events such as kickball tournaments, bake sales, silent auctions, craft fairs, and chili cook-offs.
- Coordinate details, scheduling, and logistics in support of worksite giving campaign events and activities, serving as event-lead and/or day-of support in partnership with the worksite contact.
- Represent Community Shares by attending workplace giving events and activities, engaging with employees and answering questions about the campaign or donating through the campaign.

## COMMUNICATIONS

- Communicate externally with various constituents through multiple channels, including regular updates for giving campaign coordinators.
- Work with others on the Community Shares team to schedule, develop and post content about worksite engagement campaigns on websites and social media.
- Support the creation and update of campaign communications content, including annual giving campaign print and digital publications, printable pledge forms, and promotional materials including email templates, customized appropriately for the campaign brands represented by Community Shares by gathering content, working with the outside designer and/or the CSC Development and Communications Manager, and coordinating with appropriate vendors.
- Distribute materials to worksites and collect as needed.

## ONLINE GIVING PLATFORMS

- Set up and maintain iPledge and ElevateGive online giving platforms customized appropriately to each worksite partner, and any additional platforms as needed to deliver CSR Services.
- Maintain both the integrity and confidentiality of all data.
- 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 CSR Services Clients, including creating and distributing tax acknowledgments as necessary, and producing monthly, quarterly, and annual distribution, results, and payroll reports.

## WE SEEK THE FOLLOWING TALENTS

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- Enthusiasm and commitment to the mission, vision, and values of Community Shares.
- Professional, friendly, and positive approach to community events 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.
- Team player with a positive attitude.
- Self-directed with the willingness to ask questions when necessary.
- 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

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- Proven track record of exceptional customer service.
- 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.
- 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.
- Keen attention to detail.
- Ability to perform repetitive tasks with accuracy and efficiency.
- Capability to track multiple activities at once, prioritize projects, and meet deadlines.
- Proficiency in Microsoft Office and Google Suite, and virtual meeting technology including Zoom and Google Meet.
- Experience with or willingness to learn database systems (iPledge and ElevateGive), payment software (Acceptiva and Stripe), CRM software (Neon), and communication tools (current platforms include Constant Contact, Canva, Piktochart, and Weebly).

## COMPENSATION & BENEFITS

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Starting salary range of \$40,000-\$42,000 depending upon experience. This is a non-exempt, full-time position. The CSR Services Project Coordinator may be required to staff campaign events outside of office hours based on availability 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 & paid volunteer time-off.

We offer a hybrid work schedule. Community Shares is located in the Colorado Collaborative for Nonprofits at 789 Sherman Street in Denver, Colorado.

## APPLICATION PROCEDURE

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We are thrilled you are interested in applying for this position! Please email your resume and cover letter to [jobs@cshares.org](mailto:jobs@cshares.org) with the subject “[Your Name] – CSR Services Project Coordinator.” The cover letter may be addressed to Stephanie Johnson-Wall, CSR Services Director.

*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.*