



JOB ANNOUNCEMENT

Director, Professional & Skills Development

About Donors Forum

Donors Forum is the Illinois state association of grantmakers, nonprofits, and their advisors -- with more than 1,000 Members. We support high-performance capacity building to meet community needs and create greater outcomes, provide an effective voice with state and national policymakers, and facilitate greater community impact through accelerated problem solving including business, government, public and private funders, operating nonprofits, and their advisors. Read more on our website at www.donorsforum.org.

About the position

The Director, Professional & Skills Development in Member Services is responsible for managing training, workshops, and other programs for all constituents. This position also staffs assigned Member Networks, and is responsible for relationship development in the nonprofit sector. This position also leads in Donors Forum event management and participates in marketing, and program evaluation, and works collaboratively across the organization to provide the full suite of member services.

Essential Job Duties and Anticipated Outcomes:

- Manages educational programs for executive professional development and skills-based training including course content development, collaborating with other service centers when appropriate. This includes the development of new workshops, regular review of curriculum, supervision of instructors, and evaluation.
- Manages Member Breakfast Learning Series, staying current on emerging or targeted needs through knowledge of the field, research, and listening to Member needs.
- Manages the marketing, development, and negotiation of customized, contracted training for all Members.
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- Manages partnerships with other education programs, capacity builders, and universities in the sector.
- Collaborates with other staff to schedule, plan, and implement collaborative programs and manages quality control for implementation of Member programs

and organization-wide events, including Member breakfast and Annual Luncheon.

- Participates in membership recruitment and retention efforts for all Members based on related strategic plans. Works with the Member Services Coordinators to provide exceptional customer service to Members and ensure retention and growth rates resulting in increased earned revenue.
- Manages the planning of assigned Member Networks to ensure responsiveness to members' needs and interests. Implements assigned meetings and programs including coordinating equipment and room set up with Member Services Coordinators; Member Services Support staff; and Technology staff.
- Provides outreach to potential Members and partner organizations by speaking and educating others on behalf of Donors Forum.
- Meets annual budget goals set in annual planning process.
- Remains current with management and capacity building needs and trends of the social impact sector.
- Serves as a liaison for Donors Forum work with national and regional partner organizations including the National Council of Nonprofits, Alliance for Nonprofit Management.
- Manages reporting and data collection for Operating Nonprofit Members and Advisor Members.
- Maintains required job skills and core professional competencies. Attends and participates in required educational programs and staff meetings.
- Accepts feedback from supervisor and implements it into practice on a consistent basis.
- Maintains knowledge of funder and Agency technology needs, and new trends in technology related to non-profit organizations.
- Shares information obtained at trainings and seminars with other staff members.
- Provides Human Resources with training attendance certificates as they are obtained.
- Perform other duties as assigned.

Performance Measures:

- High quality programs are delivered.
- Member retention and annual growth meet goals in annual operating plan.
- Workshop and contracted training goals are achieved in accord with established benchmarks.
- Member engagement and outreach goals are achieved annually.
- Interactions with Members are conducted in a welcoming and helpful manner.
- Consults as appropriate with other staff to respond effectively to member inquiries.
- Inquiries are responded to with timely, accurate and relevant information.

Position Qualifications:

- Experience working in philanthropy and / or operating nonprofit organizations.
- A degree in nonprofit management or a related field from an accredited institution; advanced degree preferred.
- A demonstrated commitment to working in a customer service-centered environment.

- At least five years' experience developing curricula and delivering training in an association setting.
- Excellent written and oral communication skills.
- Strong project management skills and a demonstrated ability to work with teams, prioritize tasks, meet deadlines, and ensure high quality work.
- Emotional maturity and agility in working in a fast-paced environment.
- Proficiency with technology.
- Accepts feedback from supervisor and implements it into practice on a consistent basis.
- Maintains knowledge of funder and Agency technology needs, and new trends in technology related to non-profit organizations.
- Shares information obtained at trainings and seminars with other staff members.
- Provides Human Resources with training attendance certificates as they are obtained.

To Apply

Send a resume, cover letter and salary history to recruitment@donorsforum.org, or via postal mail to Donors Forum, 208 South LaSalle Street, Suite 1540, Chicago, IL 60604.

Application Deadline

September 25,2015

No phone calls Please. Donors Forum is an equal-opportunity employer