

Client Success Coordinator

- ★ Our preferred candidate will have a proven history of coordinating the administrative and client-support needs of small, entrepreneurial, and mission-focused teams.
- 📍 Office located in northeast Minneapolis, with co-defined hybrid workspace arrangements available
- 🕒 Full Time, exempt, with co-defined flexible scheduling available
- 👤 Supervised by the director of client success
Other staff include the executive director, directors that oversee core programs, and other positions focused on program delivery and operations
- 🌐 We work with our team to create a comfortable and accommodating work environment for people of all abilities and identities
- ⚠️ COVID-19 related public health requirements observed for internal collaboration
COVID-19 related public health recommendations observed for external collaboration
COVID-19 vaccination required
- 🚗 Contract parking, secure bicycle storage, and public transit allowance available
- 🏠 On-site fitness center available (paid for by GiveMN)
- ✈️ Occasional Greater Minnesota and/or overnight travel requested (paid for by GiveMN)
- 📖 Professional development allowance available, separate from compensation
- 📶 Wireless connectivity allowance available, separate from compensation
- 📅 Generous Paid Time Off (PTO) available
- ❤️ Philanthropic matching gifts, volunteer matching gifts, and volunteer time off available
- 🏥 Medical, dental, vision, disability, and life insurance and health savings account available
- 💰 \$44,552 - \$45,708 starting annual salary
Performance and benchmark compensation increases available annually
Traditional and Roth 401k available with employer Safe Harbor match and discretionary contributions

Why This Job Is Important

Powering every successful nonprofit is a dynamic vision, mission-motivated people, and development strategies that engage thoughtful and generous communities.

GiveMN provides sector-leading tools and services to advance the mission pursuit of Minnesota's nonprofit organizations. We're looking for a strategic colleague to help us build relationships with the donor and community partners that power our work, while helping us to continue to grow our service to nonprofits.

As the GiveMN client success coordinator, you'll play a central role in supporting some of the biggest opportunities for growing giving across our state.



How You Will Be Spending Your Time

- In an average week, you will likely spend 12 hours coordinating coaching and capacity building initiatives like the RaiseMN Campaign Institute, including scheduling, client communication, goal tracking, evaluation, and program development, 8 hours connecting with prospective clients to explore partnership opportunities, 8 hours coordinating data management for the RaiseMN program, 4 hours supporting internal operations including client billing, 4 hours planning and executing learning events for client partners, and 4 hours meeting with and supporting other team members
- Working with the GiveMN team to create, deliver, and evaluate solutions that respond to the needs of our partners, whether that solution is simply applying an available resource or crafting a completely new concept tried for the first time
- Supporting the work of GiveMN's executive director, director of client success, and coaching team in building relationships with and among clients and community partners
- Planning and executing meetings and small events that bring multiple client partners together
- Building the capacity of partner organizations to develop relationship strategies that expand philanthropic support for their organizations and teaching them to utilize available tools and resources to improve their relationship outcomes
- Sometimes you'll be 100% focused on a single project, and at other times you'll be coordinating several team members and projects at once
- Occasionally traveling to support program delivery and client development
- Collaborating with and supporting a growing team of nonprofit fundraising and engagement professionals
- Partnering with GiveMN's operations team to design and implement new processes

What You Are Good At

- You're a conversation starter, excited to share opportunities with prospective client partners while learning about their priorities and pairing GiveMN's work with their unique needs
- You're strategic, knowing how to prioritize what should be done, and why it needs to be done
- You're a synthesizer, able to put together the right information at the right time, think critically about it, and make important choices wisely
- You're an executer, able to efficiently organize tasks, focus on details, and meet deadlines
- You're empathetic, listening first to seek 'why'
- You're creative, energized by creating something new
- You're an effective communicator, able to share ideas effectively
- You lead with yes, embracing possibility and affirming creativity
- You work well across multiple lines of difference, including race, gender, identity, disability, ideology, and religion
- You're a problem solver, having the ability to make the complex simple and help others understand your strategies
- You're resourceful, eager to innovate in environments with sometimes limited resources



What You Have Done

The best candidate for this position is someone who has progressive experience with:

- Supporting relationship development and communication with client partners
- Supporting sales pipeline communication with prospective client partners
- Managing projects, including tracking deadlines and accountabilities, with project management tools like Asana
- Providing administrative support to an outcomes-oriented team
- Manipulating and preparing data in tools like Microsoft Excel and Metabase
- Managing data in partner relationship management (CRM) systems like CapsuleCRM
- Coordinating external communications and events with tools like Zendesk, SurveyMonkey, and Eventbrite
- Scheduling small- and large-group meetings with tools like Google Calendar, Appointlet, Doodle, and Zoom
- Executing finance and operations tasks with tools like DEXT, Bill.com, and QuickBooks Online
- Providing support and hospitality to client partners at small events
- Working across multiple lines of difference, including race, gender, identity, disability, and religion
- It would be a plus if you had experience with nonprofit organizations, schools, or civic causes

A Little More About You

The GiveMN team is small but mighty, working collaboratively and energetically to advance multiple priorities simultaneously. The best fit for GiveMN is someone who might describe themselves as:

- Passionate, hardworking, and self-motivated
- Easy going, always taking the mission more seriously than themselves
- Focused, thriving on deadline-driven work in a relaxed environment
- Flexible, comfortable navigating uncertainty and adapting to change
- Strategic, identifying and balancing short- and long-term risks and benefits
- Data savvy, able to interpret quantitative data to inform qualitative strategies
- Risk tolerant, open to trying new ideas, learning from mistakes, and continuously improving
- Confident, yet humble, as comfortable inspiring others as you are communicating to large audiences and influential leaders
- Curious, never satisfied until you have explored numerous possibilities and perspectives



Applying For This Job

To apply for this job, submit a digital file of your resume and an introductory letter to Dan Moore, director of operations, via givemn.org/jobs/apply. If you'd prefer, you may email materials to jobs@givemn.org; do not submit an application to both channels. Your introduction should be no longer than two pages and should clearly address the following questions:

- Why are you passionate about supporting GiveMN's mission to ignite generosity and grow giving?
- How does a mindset of abundance inform your approach to supporting client success?
- In what ways are you meaningfully connected with and accountable to the communities you value? Communities may be defined any way you'd like.
- In what ways do areas of difference in your background and experience influence how you approach your work?
- How have you previously demonstrated the courage to take calculated risks in pursuing results, while learning from both your successes and failures?
- In what kind of work environment are you most productive as a team member and colleague?

GiveMN values experience across multiple lines of difference and strongly encourages candidates of all identities and experiences to apply for this position.

You may also email questions to jobs@givemn.org if necessary.

About GiveMN

GiveMN is an independent nonprofit organization working to ignite generosity and grow giving through GiveMN.org, Minnesota's giving marketplace, and RaiseMN, a fundraising coaching and training initiative.

Since 2009, nearly 700,000 donors have made gifts with ease and enthusiasm through GiveMN.org to make a difference for causes in their communities. Through this online marketplace for generosity, and giving events like the annual Give to the Max Day, GiveMN has helped to generate nearly \$300 million for more than 13,000 nonprofits.

RaiseMN serves Minnesota nonprofits through individualized coaching and programs to transform nonprofit fundraising. Focusing on small- to medium-sized organizations, RaiseMN builds more healthy and sustainable fundraising practices so nonprofits can continue to pursue and expand their mission in their communities.

Launched in 2009 by Minnesota Community Foundation, GiveMN is supported by many generous foundation and corporate partners, contributions from individual donors, and revenue from its programs.

Equal Opportunity Employer

GiveMN values experience and success in working across multiple lines of difference and strongly encourages candidates of all identities and experiences to apply for this position. GiveMN is an equal opportunity employer.

