



Position Description 1/2019

POSITION TITLE: Donor Relations Coordinator (Non-Exempt)
DEPARTMENT: Development
REPORTS TO: Associate VP of Fundraising
SUPERVISES: None

POSITION SUMMARY

The Donor Relations Coordinator is responsible for coordinating and executing an institution-wide comprehensive plan encompassing donor acknowledgements, stewardship and impact reporting, recognition, engagement and more. The plan will be created by senior leadership for principal and major gift level donors.

In addition, the position must sustain positive and mutually-rewarding relations between the University and its donors; partner with Development Directors for effective stewardship of donors.; maintain ongoing and active networking with internal and external constituencies on the facilitation of recognition reporting.

ESSENTIAL FUNCTIONS

ACKNOWLEDGEMENTS

1. Support the delivery of the Donor Relations Program by writing and preparing transformational acknowledgements (thank you's), stewardship and impact reporting, engagement pieces and more.
2. Responsible for maintaining a donor acknowledgement matrix identifying acknowledgement levels for major donors

STEWARDSHIP/IMPACT REPORTING

1. Maintain a timeline in order to ensure timely delivery of stewardship and impact reporting deliverables.
2. Execute a warm up/engagement plan for alumni & friends
3. Provide "concierge-like" service and resources related stewardship activities within the UNDAAF and UND to support the goal of providing outstanding stewardship that leads to increased donor loyalty and increasing gift values over time
4. Write donor profiles and impactful giving stories across multiple platforms
5. Track and analyze trends that impact the UNDAAF relative to activities

RECOGNITION

1. Maintain relationships with key University academic and student groups
2. Engage and establish personal relationships with donors and volunteers as appropriate
3. Attend appropriate Foundation, Alumni Association and University events, programs and meetings as required

EDUCATION AND EXPERIENCE REQUIREMENTS

Education: Bachelor's degree in marketing or communications preferred.

Experience: 2-4 years' experience in impact writing, marketing or alumni relations.

COMPETENCIES

Excellent oral and written communication skills with the ability to pay close attention to detail in preparing materials, presentations and reports

Attention to detail

Strong interpersonal and communication skills with the ability to relate well with diverse populations

Strong ability to successfully work in a matrixed and hyper-changing environment.

Positive and courteous behavior including a high level of customer service for internal and external constituencies

Proficient use of Microsoft Office Suite programs

Ability to work in groups and independently while managing multiple tasks and deadlines

A high level of integrity including the ability to treat confidential information with discretion

Ability to take initiative and work well under pressure

Ability to work a flexible schedule

Self-motivated and confident

Professional conduct and image

Strong sense of teamwork

Updated January 2019