



ASSISTANT DIRECTOR OF DONOR RELATIONS FOR BROAD-BASED GIVING

POSITION SUMMARY:

Reporting to the Director of Donor Relations, responsible for broad-based stewardship strategies on Norman, HSC and Tulsa campuses. Gathers content at the department level for communication vehicles, including website content, cross-channel gift acknowledgments, and quarterly “good news” communication. Provides data analysis in order to segment donors for tailored donor relations communication. Works closely with the Advancement Services team to deliver timely and focused stewardship for annual giving solicitations.

KEY RESPONSIBILITIES:

Connection, Engagement, Giving Donors Access to Beneficiaries

1. Broad Based Donor Communication - Gather department level beneficiary content from students, faculty, and staff for the Communications team to design structured, systematic and streamlined gift acknowledgements, newsletters, and website content. Assist with the administrative operations of all broad-based donor relations communication, both print and digital.
2. Donor Events - Assist with donor events as needed.
3. Donor Recognition - Work with Donor Customer Service team to identify and recognize Quarter Century Club members. Collaborate with Advancement Services team and college Advancement staff to recognize donors as needed.

Knowledge Management and Generation

1. Assist with coding constituents to help manage information tracking processes regarding acknowledgements, recognition, on-going communications, and continued cultivation of donors to increase lifetime value of their gifts. Help identify ways to improve data management.
2. Assist internal team to develop, recommend and implement metrics for assessing the effectiveness of donor relations activities.
3. Work closely with Data Management and Prospect Research teams to ensure donor and constituent record data are correct and useful to Donor Relations efforts.
4. Manage workflow and tracking processes for inter- and intra-team projects.

Customer Service & Compliance

1. Provide thorough, accurate, and timely responses to all internal and external stakeholder requests for information and demonstrate exemplary customer service in all exchanges.
2. Work closely with Advancement officers, University staff and internal team to ensure that gifts are used for their intended purpose and that beneficiary information is communicated to the donor(s).



Leadership

1. Share expertise and provide strategic input for policies, procedures and process improvements through cross-team collaboration and participation.
2. Build relationships with Advancement and other University colleagues to advance strategic initiatives in each unit.
3. Take a team-oriented approach to problem solving and troubleshooting.
4. Take responsibility for continued learning and participate in peer continuing education opportunities that inform evolving best practices.

Perform related responsibilities as required or assigned.

REQUIRED QUALIFICATIONS:

Knowledge, Skills, Abilities

- Proficient in the use of MS Office Suite and the Internet.
- Basic technical knowledge of fund raising and development, preferably in an educational or non-profit environment.
- Highly analytical with the ability to assess and interpret detailed quantitative data.
- Competence in tools, software, and technologies to effectively complete assignments and job tasks.
- Excellent communication skills, both written and oral, that emphasize a customer focus.
- Ability to work independently without close oversight.
- Team player who productively engages with others at varying levels inside and outside the organization.
- Ability to meet multiple deadlines and priorities without sacrificing desired results.
- Flexible, open, and receptive to new information, ideas, and approaches.
- Seeks and acts upon performance feedback.

Education/Experience

- Bachelor's Degree.
- 5 years of related experience in development, fund utilization and/or donor relations work, preferably in a university environment.

Equivalent combinations of education and experience will be considered.

SPECIAL JOB DIMENSIONS AND PREFERENCES:

Work involves dealing with sensitive donor relations issues and the management of highly confidential information.

SALARY RANGE: Salary commensurate with experience.