



### Job Posting

**Job Title:** Coordinator of Donor Relations and Stewardship

**Job Class:** Administrative

**Department:** Institutional Advancement – Alumni Relations and Engagement

**Reports to:** Executive Director of Alumni Relations and Engagement

**FLSA status:** Full-time/Exempt/12 months

**To Apply:** Please email an Otterbein employment application, cover letter and resume including salary expectations addressing this position to [hr.jobs@otterbein.edu](mailto:hr.jobs@otterbein.edu); FAX to 614-823-1511; or mail to Otterbein University, Human Resources, 1 South Grove Street Westerville, OH 43081.

**SUMMARY:** Under the general direction of the Executive Director of Alumni Relations and Engagement, this self-motivated, solution-oriented individual will serve as the lead staff member working to ensure that interaction with and recognition of donors is applied at all levels.

The Donor Relations and Stewardship coordinator is responsible for designing, implementing and coordinating an institution-wide comprehensive donor relations and stewardship program.

In addition, the position must sustain positive and mutually-rewarding relations between the University and its donors; partner with development officers to determine the best strategies for effective stewardship of donors; maintain ongoing and active networking with internal and external constituencies; and facilitate recognition events and coordinate various activities for donor societies.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following: Other duties may be assigned.

1. Provide strong vision and staff leadership for a dynamic donor-centered program of acknowledgment, recognition, engagement and stewardship.
2. Maintain a close and collaborative relationship with the development team; Create engagement and stewardship opportunities by reviewing daily gifts.
3. Formulate and execute strategies and tactics that foster long-term relationships with donors including recognition initiatives, meetings with the President and senior College officials, select events, and strategic communications.
4. In partnership with the Executive Directors within Institutional Advancement, the Director of the Campaign, and gift officers, adapt and personalize cultivation and stewardship strategies; work in close collaboration with the Assistant Director of Advancement Services for all matters related to donor relations and stewardship.
5. Plan and oversee the implementation of individualized donor engagement and stewardship opportunities. Help develop and implement customized strategies to acknowledge and steward principal/leadership donors, Board members, VIPs, and key volunteers.

6. Create customized acknowledgment letters and engagement for key campaign donors.
7. Develop and coordinate plan to manage donor recognition societies and signage, including creating an inventory of existing plaques; Create and maintain published donor lists.
8. Manage a portfolio of “lifetime gift” donors to cultivate and steward.
9. Collaborate with the Exec. Dir. of Org Planning and Events to plan and implement major gift and planned gift donor recognition and select high-level cultivation/stewardship events, working to develop overarching event strategy, invitations, guest lists, program scripts, briefings, and awards.
10. Coordinate with appropriate colleagues across campus to spotlight significant accomplishments to the donor community or to promote donor engagement, including but not limited to the annual Scholarship Lunch, and the Donor Recognition event.
11. Work within the auspices of the allotted budget as determined by the Executive Directors of Development and Executive Director of Alumni Relations and Engagement.
12. Partner with Development and Advancement Services to respond to special needs and requests of donors.
13. Create stewardship reports to educate, engage, inspire and thank our top donors for their generosity, including the coordination of general stewardship programs, personalized communications, letters and web-based information and an annual impact piece.
14. Establish and manage information tracking processes regarding acknowledgement, recognition, ongoing communications and continued cultivation of past and current major donors to enhance their relationship with the University and increase the likelihood of continued contributions.
15. Recommend and facilitate on-and off-campus publicity of major gifts and donors with Marketing/Communication. Advises on and facilitates the recognition of donors in both print and Web-based publications.
16. Establish and maintain a structured, systematic program for restricted gift stewardship reporting, which will outlast changes in staff and assure perpetual and mutually beneficial relationships with donors.
17. Manage new donors by welcoming and thanking them with new donor packets.
18. Manage the production of acknowledgment letters to all donors of \$1,000 or more and specific acknowledgement required by the President, Vice President for Institutional Advancement and the Chair of the Board of Trustees.
19. Aggressively gather information on each project to achieve quality stewardship opportunities.
20. Assist with the preparation of nametags, materials, notebooks, packages, gift bags, registration lists, seating cards, etc. and assist with managing on-site production and cleanup for events as necessary.
21. Assist with preparing budgets and provide periodic progress reports to staff directors for each event project.
22. Keep track of event finances including check requests, invoicing, and reporting.
23. Coordinate scheduling of events on the calendar.
24. Prepare and modify event contracts as requested.

**SUPERVISORY RESPONSIBILITIES:** Potential to supervise student workers.

**QUALIFICATIONS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**MISSION CRITICAL COMPETENCIES:** Extremely important are the knowledge and ability to create, execute and/or support, and oversee a comprehensive campus-wide endowment and restricted gift stewardship reporting program for the University. Excellent organizational, interpersonal, verbal and written communication skills are essential.

The incumbent must be able to generate creative solutions for development in systems and processes. This requires an ability to think strategically about effective communication, the University's financial and budgeting processes, and devising solutions to existing obstacles.

Proven skills and ability to manage multi-phase projects from inception to completion, including the ability to build consensus among team members and balance multiple concurrent priorities. It is necessary for the incumbent to possess the ability to work independently and as part of a team. Being detail oriented, well organized, focused and goal-oriented, with a high level of initiative and energy, is essential, as well as adept at problem solving and using judgment in situations requiring independent initiative and tact.

Incumbent must have a high level of independence in accomplishing the responsibilities of the position. Goals, priorities, and major projects are reviewed and discussed on an on-going basis with the Executive Director of Organizational Planning and Events.

Guidelines are provided by the goals and objectives of the position, by fundraising strategies and techniques, by stewardship guidelines, and by the goals of the Institutional Advancement, and the mission of the University.

Incumbent interacts on behalf of the University with all of the University's various constituencies. Must display a high level of maturity and personal integrity and ability to understand, develop, and sustain resilient and dynamic relationships with donors, colleagues, and senior management.

This position is responsible for creating meaningful opportunities to engage donors from all "walks of life" and has a significant effect on the University's ability to recognize and retain current and future donors—which, in turn, affects private giving that enables the University to provide the best education possible to its students—both inside and outside the classroom.

**EDUCATION and/or EXPERIENCE:** Qualified candidates will hold a Bachelor's degree from a regionally accredited college or university and have at least 2 years of non-profit or related experience.

**CERTIFICATES, LICENSES, REGISTRATIONS:** Must have a valid driver's license.

**LANGUAGE SKILLS:** The ability to interact comfortably, tactfully, and effectively with varied internal and external constituencies is essential. Must demonstrate excellent verbal and writing skills including an exceptional command of grammatical rules and AP Style Guidelines. Must be able to project voice and do public speaking in both small and large group settings.

**MATHEMATICAL SKILLS:** Must be competent in general math.

**TECHNICAL SKILLS:** Knowledge of general office procedures. Must be able to use general office equipment, work in a complex customer relations management database, and willing to learn and employ new technologies.

**REASONING ABILITY:** Ability to exercise initiative and independent judgment in unusual or new situations. Must be able to work independently. Must retain confidential information, thus confidentiality and discretion are mandatory.

**PHYSICAL DEMANDS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This position does not require unusual physical ability. Little physical exertion is involved, although the incumbent will be asked to move and carry items during the planning and execution of events. Considerable pressures exist; ability to handle tension and stress in a positive manner is required.

Must have the ability to travel both on and off campus.

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Duties are performed in an environmentally controlled office setting. Must be able to meet regular and predictable attendance standards. Occasional travel, evening and weekend work is expected.

*This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct and control the work of employees under supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind of level of difficulty.*

Otterbein University is committed to providing a welcoming environment free from unlawful discrimination. To this end, the University prohibits any form of discrimination against any person on the basis of race, color, sex, gender, pregnancy, religion, creed, marital status, partnership status, age, sexual orientation, gender identity, gender expression, national origin, disability, military status, or any other legally protected status in its programs and activities. However, the University's commitment to a nondiscriminatory environment is not intended to abridge unduly its commitment to academic freedom, free speech, or its educational mission.

Inquiries or complaints regarding any form of discrimination or harassment may be directed to:

Scott Fitzgerald

Director of Human Resources

[614.823.1130](tel:614.823.1130)

[sfitzgerald@otterbein.edu](mailto:sfitzgerald@otterbein.edu)