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| **Job Title:** Donor Engagement Officer | **FLSA Classification:** *(FLSA Federal Law GUIDELINES)*  ☑Exempt ☐Nonexempt |
| **Reports to:** Associate Vice President of Advancement Operations | **Location:** MB 303 |
| **Department:** University Advancement | **Division:** University Advancement |
| **Employment Category:**  ☑Full-Time ☐ Part-Time | **Paygrade:** *(EEO & Equal Pay Act of 1963 Guidelines)* |

**PRIMARY PURPOSE OF POSITION**

The Donor Engagement Officer’s primary responsibilities will focus on engagement of constituents by cultivating, soliciting, and stewarding annual giving-level donors, with particular focus on renewing previous year donors, especially those in the $100-$500 range. Using a suite of technological tools, the Officer will be responsible for developing personal relationships with an assigned portfolio of current and former annual giving donors that result in renewed or increased support of the university. Using email, social media, and video conferencing, the Officer will solicit for annual gifts. The Officer will also be responsible for outreach to donors who utilized the former phone program as their avenue to give, renewing these donors and potentially acquiring new donors through phone engagement.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

Portfolio Management

Manage a portfolio of 1,000+ current, former, and prospective annual giving donors, cultivating relationships via email, phone, social media, video conferencing, texting, and other appropriate means of outreach.

Perform and document a high volume of outbound touchpoints per day, using moves management to advance donors in the giving cycle.

Communicate to donors the impact of their giving, provide information on university developments and programs relative to their interests, and share opportunities to attend upcoming events, volunteer, or participate in activities that will deepen their engagement with the university.

Program Management

As a member of the Donor Acquisition and Retention Team (DART), assist in support of yearly fundraising goals and collaborate on strategic planning and execution of a multi-year work plan for donor acquisition and retention

Help facilitate direct mail and email that runs concurrent with outreach in their purview so as to remain consistent with funding priorities, messaging, and current solicitation themes.

Administrative Responsibilities

Monitors and triages email responses / questions from foundation email boxes.

Drafts and proofs correspondence, other annual-giving projects as necessary.

Oversees other projects and duties as assigned.

**QUALIFICATIONS**

Bachelor’s degree or minimum of 2 years relevant experience required.

Enthusiasm for direct, regular, on-going interaction with donors, prospective donors and volunteers required.

Excellent communication skills, written, oral and digital.  
Confidentiality, integrity, discretion, attention to detail is imperative.  
Solid computer skills with experience using CRM database, Microsoft Office applications, the Internet and social media.  
Telephone or in-person fundraising experience, either paid or volunteer, preferred.

At least one year of annual giving or the equivalent experience in related area is preferred.  
Some nights and weekends may be required.

**WORKING CONDITIONS**

**PHYSICAL REQUIREMENTS**

The expectations listed below are representative of the abilities that may be needed to fulfill the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Physical strength/endurance to enable him/her to perform/participate in the following activities:

* Physically able to lift various materials up to 25 pounds on an occasional basis.
* While performing required job tasks, physically able to bend, crouch and reach continuously.
* While performing required job tasks, physically able to remain seated, frequently to continuously.
* While performing required job tasks, physically able to remain standing up to 15% of the time.
* Possesses dexterity abilities required to operate a computer and other office equipment to perform related job responsibilities.

*This document describes the general purpose, duties and essential functions associated with this job and is not an exhaustive list of all duties that may be assigned or skills that may be required.*

*I have read and understand my job description and acknowledge that management reserves the right to change or reassign job duties or combine jobs at any time.*

Employee (Print Name): Date:

Employee (Signature): Date:

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|  | HR OFFICE USE ONLY: | |
| **Approved by:** | | *Signature of the person with the authority to approve the job*  *description* |
| **Printed Name of**  **Approver:** | | *Printed name of the person with the authority to approve the job*  *description.* |
| **Date**  **approved:** | | *Date upon which the job description was approved* |
| **Reviewed:** | | *Date when the job description was last reviewed* |