

## Job Description

<b>Job Title:</b>	Donor Relations Coordinator		
<b>Department:</b>	Gift Stewardship and Administration	<b>Employment Class:</b>	Full-Time
<b>Status:</b>	Hourly Non-Exempt	<b>Location:</b>	Vermillion
<b>Reports to:</b>	Executive Director of Gift Stewardship and Administration	<b>Travel:</b>	0-10 %

### Mission

Inspire investment in the University of South Dakota by promoting a culture of leadership, empowerment, and accountability.

### Vision

Life-long engagement of alumni to advance the University of South Dakota.

### Values

- Y Humility:** not thinking less of yourself but thinking of yourself less.
- O Collaboration:** to be cooperative and work well with others.
- T Innovation:** combining creativity and risk-taking to develop something new and different.
- E Respect:** believing other people, no matter how different from you, are worthy of your consideration and trust.
- S Service:** a focus on enriching the lives of others.

### Position Summary

The Donor Relations Coordinator will contribute to the ongoing stewardship and engagement of University of South Dakota constituents. The primary responsibility of this position is managing positive donor relations throughout the continuum of the donor experience. This position is responsible for executing a variety of projects and initiatives, including but not limited to communicating with and stewarding donors, collaborating with the communications team to create meaningful content to be shared across multiple platforms, and supporting fundraising appeals and special projects as assigned.

## Essential Duties and Responsibilities

- Responsible for the day-to-day operations and the execution of communication initiatives that positively impact all stages of the donor life cycle.
- Provide consistent and excellent customer service to the development team, campus partners, and the gift processing team to support individualized donor communication and relationship activities, with particular attention to stewardship.
- Provide overall administrative support for donor relations projects including, but not limited to, answering and directing phone calls and emails, preparing routine and non-routine correspondence, conducting stewardship efforts using digital and printed platforms, and managing the execution of all letter processes (i.e., scholarship thank you letters).
- Execute or support current and future donor recognition programs and events including, but not limited to, impact reports, endowment reports, and special communications (anniversary, first-time donor, holiday, etc.).
- Oversee stewardship and solicitation projects using digital platforms, such as ThankView.
- Collaborate with the alumni relations and communications team to produce a variety of written communication pieces.
- Connect and collaborate with students, donors, campus partners, alumni, supporters, and USDF staff to create stewardship and solicitation materials.
- Create and maintain processes in lockstep with key partners to drive donor stewardship interactions including, but not limited to, preparing stewardship materials, and answering questions on stewardship processes and data reports as needed.
- Facilitate positive and productive engagement of the University's constituents in partnership with the alumni relations and communications team, development staff, annual giving staff, and campus partners.
- Utilize donor databases and similar systems for record maintenance, mailing management, and development of reports to effectively execute donor stewardship activities.
- Attend appropriate Foundation, Alumni Association, and University events, programs, and meetings as required.
- Manage timelines and responsibilities for several projects at once.
- Other duties as assigned.

## Education and Experience Requirements

- Bachelor's degree with coursework in communication, marketing, public relations, and journalism.
- Relevant work experience must demonstrate strong communication skills that convey passion, storytelling, and individualization.
- Excellent written and verbal communication and active listening skills with strong attention to detail.
- Collaborate effectively and efficiently with internal and external partners and champion a culture of cross-functional teamwork.
- Candidate must be highly motivated, and insightful about people, possess excellent technical skills, project management, customer service, and critical thinking skills, and be able to work both independently and in a team environment.
- Proficient in using the most recent versions of computer software applications, including word processing, spreadsheets, databases, and presentation software (i.e., MSWord, Excel Outlook, PowerPoint).

## Working Environment

Sitting, standing, bending, reaching, and lifting up to 50 lbs. Manual dexterity is required to operate standard office machines such as computers, copy machines, telephones, and other office and clerical equipment. Requires normal range of hearing and vision.

This position will work either in an in-office or hybrid environment and is not eligible for permanent remote work. The duties of this position will require in-person meetings with the team and campus partners, as determined by the project's scope and under the direction of the team lead. Office-based work may be required at times for this position.

## Employee Statement of Understanding

*The information contained herein is not intended to be an exhaustive list of duties and responsibilities related to this position, nor is it intended to serve as a complete list of required skills and abilities. Duties and responsibilities may be modified, assigned, or reassigned, with or without notice, and for any reason, including, but not limited to, reasonably accommodating individuals with disabilities. Regular attendance is a requirement of this position. This position is strictly at will, meaning the University of South Dakota Foundation expressly reserves the right to terminate employment at any time, with or without reason, notice, or cause. This at-will employment relationship will remain in full force and effect, notwithstanding any changes in position, title, pay, or other terms or conditions of employment. The University of South Dakota Foundation is an Equal Opportunity Employer.*