



## Classification Description

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**Job Title: Director, Donor Stewardship,  
Advancement and Research**

**Pay Grade: Administrator**

**Job Code: 4311**

**FLSA Status: Exempt**

### **Job Purpose**

This position holds a key role in the stewardship and development of donors. Through the management of documentation of all donor gifts and prospect information, the Director of Stewardship, Advancement and Research assists the Foundation in accomplishing its fundraising goals.

This position serves as the administrator of the organization's Customer Relationship Management (CRM) software. It supports donor communication; solicitations for annual, corporate, and major gifts; and information related to alumni relations, donor events, data reports, and donor analysis. This is a College Administrator on annual contract position.

### **General Responsibilities**

#### **Essential Functions**

Establishes automated and analytical systems and practices that create efficiency, accuracy and long-lasting data records of donor and prospect activity, gift/pledge commitments and other engagement information.

Audits and crosschecks data regularly for errors and inconsistencies, sets data standards for documentation and retrieval.

Provides database administration and support for all fundraising efforts, including reports for analysis and benchmarking, stewardship efforts and overall donor relations.

Oversees online donation site and pages. Creates online giving opportunities as needed for fundraising initiatives. Coordinates with web host for functionality and timeliness.

Assists with prospecting for solicitations and provides research and analysis of donor records and data for annual giving and direct mail campaigns.

Helps identify and qualify grantors, foundations and prospects, and identify and qualify donors for solicitations, including major gifts.

## DIRECTOR, DONOR STEWARDSHIP, ADVANCEMENT AND RESEARCH

Assists in maintaining secure usage of CRM, helps ensure software is up-to-date for security purposes.

Oversees expedient processing of gifts, acknowledgement letters and gift-related documentation. Maintains forthcoming estates and planned gift files.

Provides end-user technical support and training to development staff for CRM and advises on technology for increased giving.

Maintains up-to-date records and documentation in accordance with applicable regulations, policies and standards; provides necessary documentation to finance department as required for audits.

Researches, recommends, implements, and continually assesses technology to enhance and support the development staff and fundraising efforts. Collaborates on fundraising initiatives.

Assists with compliance of donor and grant reporting requirements through documentation and reports in CRM.

Provides and maintains cellular telephone and high-speed internet technology services, which allows immediate accessibility to the College through text and voice messages by cellular phone, and responds as needed.

Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job-related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can perform the essential functions of this job with or without reasonable accommodation.

### **Knowledge, Skills and Abilities**

#### **Minimum Qualifications**

Bachelor's degree from a regionally accredited institution of higher education.

Seven (7) years of full-time, related professional work experience with fundraising or business development.

Successful management of information systems, databases or donor software.

Demonstrated success in working with fundraising, business development, and/or professional relationship-building teams, including and understanding of fundraising or business development strategies.

Demonstrated organizational and operational skills, with a proven ability to handle multiple tasks and projects to meet established goals within specific time frames.

## DIRECTOR, DONOR STEWARDSHIP, ADVANCEMENT AND RESEARCH

Excellent oral and written communications skills.

Demonstrated experience using a personal computer, office software such as MS Office and electronic mail.

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Make presentations in front of various group sizes.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

### **Critical Skills/Expertise**

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

**Work Conditions/Physical Demands/Special Conditions**

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.

Environmental: Normal general office.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: June 26, 2024.