Saint Michael's College  
Job Description

Job Title:  Donor Relations Officer  
Department:  Institutional Advancement  
Supervisor or Manager:  Director of Stewardship  
Date Created:  4/6/11  Last Revised:  4/6/11  FLSA Status:  E  

Our Mission:  It is the mission of Saint Michael’s College to contribute through higher education to the enhancement of the human person and to the advancement of human culture in the light of the Catholic faith.

Major Objectives:  
- Donors are effectively thanked for their philanthropic gifts in a timely manner. In addition, donors are educated about the impact of their gifts through the implementation of a variety of stewardship activities.  
- The mission of the College is effectively promoted and the Institutional Advancement Office is supported to build life-long relationships with alumni, parents and friends, and to engage alumni and friends of the College as active volunteers and benefactors.  
- IA policies are adhered to regarding confidentiality of prospect information and database integrity.  
- Investigate and implement stewardship and donor relations industry best practices, as applicable to Saint Michael’s College.

Essential Duties and Responsibilities:  
- Serves as a key member of the Stewardship planning team.  
- Explores options and assists development officers in developing proposals to respond to donor's inquiries for proposed gifts that are not targeted to an approved institutional priority.  
- Tracks stewardship activities and assists in ensuring written reports are sent to donors regularly.  
- Assists field officers in compiling information from both Institutional Advancement resources, and other campus offices to assist in the coordination of donor activity throughout the development cycle. This includes, but not limited to, historic giving information, trends, campus reports, prospect lists, donor and student profiles, and fund information (descriptions, list of major donors to a fund, book and market values, uses, etc.)  
- Ensures Institutional Advancement giving and stewardship website is maintained, particularly as they related to stewardship activities and information.  
- Develop operational parameters and protocols for stewardship efforts.  
- Coordinates stewardship of leadership gifts to all purposes, ensuring that all involved parties are informed with actions are completed/due and follows up as needed.  
- Participates in campus and Institutional Advancement events as deemed appropriate by the Vice President of Institutional Advancement or the Director of Stewardship; especially to work Reunion Weekend each year (mid-June), IA Day (Oct./Nov.) and Tuition Run-Out Day (spring).  
- Assists in the planning and preparation of department strategies and objectives.  
- Attends conferences, becomes involved with a network of development professionals, and otherwise remain current in stewardship trends and techniques.  
- Supports stewardship program through copywriting, proofreading, and editing.  
- Assist field development officers with the preparation of Individualized Stewardship Plans through discussions of donor interests, both personal and philanthropic.  
- Assist in the creation and distribution of materials that thank and inform donors of how their gifts are used by the College to benefit students, faculty and staff.  
- Manage the stewardship budget in a way that provides fellow IA staff with the resources they need while providing for any special stewardship projects.
Track and coordinate stewardship activities pertaining to gift designations with particular attention to Endowed Funds, Endowed and Term Scholarships, and Temporarily Restricted Funds. This includes letters to benefactors, coordinating semi-annual student thank you notes to benefactors process, and fund reporting.

Coordinate and implement the Stewardship Plan for all donors under $5,000 and support the implementation of the Stewardship Plan for all donors over the $5,000 level.

Facilitate Reunion giving, Reunion website, Stewardship website information and distribution.

Procure travel gift items for use by field gift officers to thank donors at various gift levels.

Participate in discussions about how donors wish to be stewarded.

Participate in student-philanthropy education and stewardship efforts (Knights Forever, In Honor Of Program, Senior Class Gift projects).

Proactively explores opportunities to advance donor's interest in the institution and its priorities.

Manages gifts through the process of approval and documentation. Assists in drafting gift agreements, submits them to other offices for review and approval, obtains appropriate internal and external signatures, sends copies to appropriate offices, and in concert with the appropriate Development Officer(s) develops an appropriate stewardship plan for the Fund and the involved individuals (donor, family members, etc.)

Keep Fund Tracking database current to ensure data integrity and accuracy while serving as the lead facilitator in exploration of, and transitioning to, the use of the CA Stewardship module when appropriate.

Secondary Responsibilities:

- Assist Associate Director for Prospect Research with gathering information relevant to stewardship and donor giving programs.
- Provide assistance to fellow IA colleagues on Datatel CA questions/issues.
- Provide assistance in developing and testing CA documentation.
- Participates as a member of the Saint Michael's Fund team to offer additional perspective and keep informed about other office activities.
- Performs other duties and special assignments as requested by the Director of Stewardship.
- Participates as a member of the Institutional Advancement team as necessary.
- Establish, maintain, and distribute as appropriate, critical information and resources for Reunion and Golden Knight volunteers.

Positions Supervised:

- Work-study student, if assigned to Stewardship office

Major Contacts:

- Institutional Advancement Office staff
- Director for Foundational Relations and Sponsored Programs
- Financial Aid Office
- Finance Office
- President’s Office staff
- External vendors for travel gifts, plaques, and campus projects
- Academic Department Chairs, as needed for various awards or scholarships and/or stewardship reporting
- Student Life Offices as needed
- Alumni, parents and friends of the College, as needed

Demonstrates Excellence:

- Shows a steadfast commitment as a member of a fully integrated outreach and development team
- Provides structure, organization and quality control for stewardship programs.
- Regularly reaches or exceeds department designed benchmarks for stewardship efforts
- Excellence in writing, editing, accuracy of communications
- Highly effective communications skills (verbal and written): emails, telephone, meetings, and letters.
- Establishes healthy, productive relationships (verbal and written) with colleagues and key individuals as appropriate to stewardship efforts
- Effectively communicates with colleagues in Institutional Advancement and across the College to ensure that
donors are effectively thanked, educated, and stewarded in a manner deemed appropriate by the Institutional Advancement management team.

- Effective project / plan management skills
- Enthusiastically provides creativity, ideas, guidance, and when needed, implements or improves new program and departmental initiatives
- Effectively communicates and supports the reunion fundraising program through the coordination of historic and current giving information and the creation of alumni profiles as needed.

**Education and Work Experience:**
- Bachelor's degree or equivalent combination of education and experience. Previous experience in Higher Education advancement operations desirable.

**Analytic Skills:**
- The ability to recognize several likely causes of events, analyze relationships among several parts of a problem or situation, and then formulate a multi-step response is required.

**Language and Literacy Skills:**
- Reads and interprets a wide range of information. May interpret documents to others. Regularly writes reports and correspondence. Able to shift writing style as needed for different audiences. Regularly explains policies, listens to questions, responds and problem solves. Speaks to individuals and groups effectively.

**Computer/Technology Skills:**

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**Licenses, Certifications and Other Requirements:**
- Working to intermediate knowledge of Microsoft Access is preferred but not required.

**Physical Demands:**

Work is often performed in a typical office environment requiring:

- Sitting in a normal seated position for extended periods of time
- Reaching by extending hand(s) or arm(s) in any direction
- Dexterity sufficient to manipulate objects with fingers, for example operating a computer keyboard
- Communication skills using the spoken word
- Vision sufficient to see within normal parameters
- Hearing sufficient to hear within normal range
- No or very limited physical effort
- No or very limited exposure to physical risk

While performing the duties of Donor Relations Officer the employee must occasionally lift and/or move up to 10 pounds.

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 a disability to perform the essential functions.
Additional Requirements for the Job:

- Ability to work nights and weekends
- Flexibility with schedule to work nontraditional hours, including weekends, at certain times of the year to assist in staffing Reunion, Homecoming, and other events
- Ability to participate in Commencement, convocations and other College events as defined by supervisor and responsibilities of this position
- Ability to articulate the Saint Michael's College mission and vision and commitment to the value of Catholic Higher Education
- Capacity to deal effectively with a wide range of relationships and situations.

The above job description in no way states or implies that these duties are the only duties performed by this employee. The incumbent is expected to perform other related duties necessary for the effective operation of the College.