

Saint Michael's College Job Description

Job Title: Stewardship and Donor Engagement Officer

Department: Institutional Advancement

Supervisor or Manager: Director for Annual Giving and Donor Engagement

Location: Colchester, Vermont

Date Created: 05/09/2017

Last Revised: 02/13/2022

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:

- Reports to the Director of Annual Giving and Donor Engagement and serves as part of the team that ensures donors of Saint Michael's College are thanked and reported in a timely and meaningful way
- Strengthens the development program by cultivating existing relationships and supporting the establishment, retention, and growth of new ones. Leads and manages initiatives aimed to elevate the donor experience. These initiatives include custom stewardship opportunities such as personalized acknowledgments, scholarship and financial impact reports, and donor events
- Facilitates stewardship activities that will educate, engage, inspire, and thank donors for their generosity. In addition, manages stewardship and donor reporting practices that will further the goals of the College and the Institutional Advancement department

Essential Duties and Responsibilities:

- Tracks stewardship activities and assists in ensuring written reports are sent to donors regularly
- Leads execution of acknowledgment program that meaningfully recognizes donor gifts (including but not limited to):
 - Drafts and edits letters for internal and external audiences to convey the impact of philanthropy
 - Produces donor impact report (annually), scholarship report (annually), endowment reports, endowment agreements and personalized donor correspondence
 - Produces customized reports for major donors
 - Writes personalized acknowledgments letters for signature by leadership staff
 - Ensures all donors receive appropriate College correspondence (magazine, reports, holiday cards, etc.)
 - Provides stewardship support for event follow-up correspondence
 - Assists with correspondence for the President, Major Gift Officers, and VPIA
 - Uses discretion in the handling of sensitive and confidential information
- Oversees the execution of regular stewardship communications for donor giving societies.
- Manages content creation and dissemination for letters, emails, publications, website, events, etc.
- Supports stewardship communications and reporting for affinity groups and campus partners.
- Collaborates with fundraising staff to develop acknowledgment and recognition procedures for major and leadership gifts that are consistent across all audiences
- Ensures that details of stewardship plans are compiled and communicated to all involved parties, and that the plan is documented, implemented and included in the moves management system
- Compiles information from Institutional Advancement resources, and other campus offices to assist in coordinating donor activity throughout the development cycle. This includes, but is 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.)
- Develops and manages a robust donor impact reporting process designed to keep high-level donors informed and ensures they feel appreciated regarding the impact of their gift on the College and the lives of their beneficiaries.
- Oversees full reporting process from initial data collection to mailing of physical reports

- Manages and executes the scholarship recipient thank you letter process by soliciting, collecting, filing, and formatting letters for distribution to donors
- Leads the creation of awardee remarks, plaques, etc. for Society of Mont-Saint Michel and other Leadership awards and receptions
- Coordinates and manages the memorial and honorary gift program. Regularly produces notification letters for memorial and honorary gifts; works with gift officers and facilities to ensure proper signage and stewardship of physical memorials on campus
- As needed, plans, manages, and executes donor meetings and events that advance donor involvement, cultivation and stewardship for major donors
- Cultivates, stewards, and solicits a targeted pool of prospects, traveling to see them as appropriate
- Participates in departmental and campus-wide learning opportunities to further develop awareness, skills, and knowledge in supporting and fostering inclusion and belonging for students and colleagues
- Appreciates the value of cultural, ethnic, gender, and other individual differences in people. Helps to create an environment of learning about, valuing, encouraging, and supporting differences
- Seeks different points of view and leverages diverse perspectives in group processes and decision-making. Checks own views against the views of others
- Supports fair treatment and equal opportunity for all. Listens to and objectively considers the ideas/input of others.
- Respects the talents and contributions of all individuals

Secondary Responsibilities:

- Performs other duties as assigned

Positions Supervised:

- None

Major Contacts:

- Institutional Advancement staff
- Alumni, Parents, and Friends of Saint Michael's College
- On-campus colleagues which include but are not limited to representatives of the following offices: Office of the President, Athletics, Admission, Careers, Special Events, Budget Office, Human Resources and Student Affairs
- Faculty members
- Vendors, sales and catering professionals

Demonstrates Excellence:

- Works independently yet exhibits thoughtful leadership with a collaborative approach to problem solving and the ability to build consensus
- 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
- Has excellence in writing, editing, and accuracy of communications
- Has 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
- Represents the College in a consistently positive light
- Stays up-to-date on recent campus activities
- Represents and maintains the reputation of the College in all interactions and engagements, exudes a positive outlook, and welcomes challenges and changes
- Engages with constituents with a high level of inclusivity, equity, and sensitivity
- Displays a commitment to continuous growth and development to support a culture of inclusion and belonging
- Understands the importance of building life-long relationships between the college and its alumni, parents, and friends

Education and Work Experience:

- Bachelor's degree
- 2-4 years' experience in fundraising, marketing, public relations, and/or annual giving and stewardship
- Higher Education experience preferred

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

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 small groups effectively

Computer/Technology Skills:

- Familiarity with Microsoft Office products
- Familiarity with donor management and or customer relationship management systems (Raiser's Edge)

Licenses, Certifications and Other Requirements:

- Must meet driver's eligibility requirements as stated in the Saint Michael's College *Vehicle Use Policy*

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 Stewardship and Donor Relations Officer, the employee must occasionally lift and/or move up to 25 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:

- Availability and willingness to travel independently
- Ability to use independent judgment and to manage/impart confidential information
- Willingness to work the hours necessary beyond the regular schedule to complete job responsibilities, assist in staffing Reunion and Fall Alumni weekends, and participate at Commencement, convocations and other College events as defined by supervisor and responsibilities of this position

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.