Job Description

Job Title:	Alumni and Donor Experience Coordinator
Department:	Office of Advancement
Reports To:	Alumni and Donor Experience Officer
Jobs Reporting:	None
Salary Grade:	USG 7
Effective Date:	April 2023

Primary Purpose

Reporting to the Alumni and Donor Experience Officer, the incumbent provides a full range of project support to the ADX team as well as Faculties, Schools and Academic Support Units. The Alumni and Donor Experience Coordinator will help implement and advance alumni and donor experience initiatives. This role is responsible for executing on mass outreach for both alumni and donors, tracking progress, and strategically collaborating with partners across advancement to ensure a cohesive alumni/donor-centric experience for all areas of the university.

Key Accountabilities

Data Integrity and Reporting

- Develop and track project deliverables and schedules
- Collect and analyze prospect data based on the Alumni Engagement Metrics, event attendance, volunteerism and fundraising history to determine viable segments for outreach. Make recommendations to the ADX Officer based on analysis
- Collect outreach results data from various team members and generate custom reports summarizing research to support strategic decision making around all ADX portfolio outreach.
- Prepare monthly projections and variance reports to help hold team members accountable and to provide outreach project recommendations to the ADX Officer. Oversight and data entry for multiple databases, collaborating with other stakeholders to ensure the accuracy and integrity of all records. Responsible for data consistency across the Engagement team

Strategy Development

- Research, analyze, and measure engagement processes to ensure delivery against project targets
- Provide research-based guidance for projects that align with engagement planning initiatives
- Work with ADX Officer, Engagement to identify trends in engagement and potential research direction
- Create fact sheets and presentation materials that profile engagement research and metrics for a variety of audiences
- Administer, coordinate, and recommend special projects and departmental initiatives based on health of the Engagement Pipeline
- Prepare internal reports to monitor the progress of fundraising campaigns including detailed activity reports, project specific reports, reports by appeal code, etc.
- Support the improvement of existing mass-outreach processes in collaboration with Annual Giving and Alumni Relations
- Support both Alumni and Development Officers on the Engagement team to help increase activity volume by implementing strategic outreach plans and make engagement recommendations based on thorough data analysis into both fundraising and alumni activity (including events, giving analysis,

volunteer work, etc.)

Advisory

- In collaboration with the ADX Officer, Engagement, provide project support including maintaining project documentation and project status updates
- Conduct regular reviews of project progress made towards goals and objectives
- Support the ADX Officer, Engagement with the implementation of university wide engagement initiatives and make recommendations for ongoing improvements
- Act as the bridge between development and alumni for mass outreach helping to determine which portfolios should engage with which prospects

Administrative

- Coordinate meetings with project partners ensuring cohesion in external outreach
- Creation and maintenance of team documentation including, processes, training, project reports, meeting agendas & minutes, templates, presentations, etc. Directly supports the ADX Officer, Engagement with tracking the goals and projects within the ADX portfolio
- Support the integration of engagement activities into project plans
- Deliver timely, clear communication on engagement initiatives, news, and updates to internal stakeholders

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

- University degree or equivalent post-secondary education and/or experience required

Experience

- 5+ years in an administrative role, providing support to a senior role is preferred

Knowledge/Skills/Abilities

- Collaborative team player comfortable with the intake of information from a variety of sources and organizing for optimal storage and use.
- Proven ability to build strong relationships and influence individuals at all levels of an organization, as well as external partners.
- Independent judgement in areas of time management, task prioritization and decision-making.
- Demonstrated ability to successfully operate in a multi-stakeholder and complex environment.
- High level of maturity and empathy; dealing with sensitive and confidential information with sensitivity and integrity.
- Demonstrated ability to work independently and thrive in a fast-paced, entrepreneurial environment, effectively managing complex competing priorities while maintaining a high degree of accuracy, quality of work, and attention to detail.
- Strong technical skills related to data storage and organization, and ability to manage complex detailed work.
- Knowledge of the University's policies, procedures and operating requirements
- Strong initiative with the ability to anticipate the needs of the Engagement Team

- Proactive and highly resourceful.
- Superb time management skills with a demonstrated ability to effectively set priorities, identify problems and recommend appropriate solutions.
- Strong communication skills (both verbal and written).
- Ability to foster positive relations and manage a range of relationships.
- Ability to contribute as a team player, projecting a positive, professional, courteous and congenial attitude, initiative, confidence, ability to troubleshoot and problem solve.

Nature and Scope

- **Contacts:** Communicates regularly with stakeholders across campus from all levels of the organization, representing the department with strong interpersonal skills and a focus on client service. Sensitivity to the diverse student and staff population on campus.
- **Level of Responsibility:** This position has specialized work with limited supervision from the AVP, Engagement and acts in collaboration with the Engagement team. Supervises, directs and evaluates the work of a coop student.
- **Decision-Making Authority:** Makes decisions with respect to the most efficient use of the ADX team's capacity to maximize activity. Ensures that only key issues are brought to the attention of the AVP, Engagement – goal is to minimize escalation of matters so that the AVP Engagement can focus on priority initiatives. Involved in decisions relating to the administration and financial reporting of the ADX program including changes to systems and work processes.
- **Physical and Sensory Demands**: This position works under very challenging time constraints, constant interruptions and changes to priorities. Extended time at the computer.
- **Working Environment:** Typical environmental factors related to a busy office environment. Maintains strong interpersonal relationships with other team members, and professional relationships with other departments on campus.