Job Description

**Job Title:** Donor Relations Officer

**Department:** Office of Advancement

**Reports To:** Associate Director, Stewardship

**Jobs Reporting:** None

**Salary Grade:** USG 9

**Effective Date:** October 2018

**Primary Purpose**
This position fosters positive and long-term donor relationships that are critical to philanthropic support. As part of the Donor Relations and Stewardship team (DRS), they help to build a culture of gratitude, inspiration and accountability by providing meaningful recognition programs, impactful reports/communications, and engaging donor experiences and events. The Donor Relations Officer develops and executes a range of integrated, consistent, and sustainable programs and processes that appropriately contribute to best in class donor experiences.

**Key Accountabilities**

**Donor Relations**
- Responsible for the creation, accuracy and quality of various donor relations and stewardship communications, including custom and targeted impact reports
- Lead collaborative development of custom stewardship and engagement plans for donors by working with central colleagues and Faculties to provide direct value-added service
- Accountable for the information gathering associated with donor stewardship and impact reporting process
- Coordinate and oversee processes, systems, and opportunities to ensure donors are thanked by beneficiaries
- Routinely monitor and assess processes to improve procedures, reports, tools, and controls in accordance with established guidelines
- Create and revise templates and other standard documents

**Donor Recognition and Engagement**
- Play a lead role in donor recognition and engagement for 1957 members (lifetime giving Society); ensure this cohort of donors receives timely and personal thanks and appreciation, appropriate financial and impact reporting, as well as opportunities to engage with University events and leadership
- Collaborate with other Advancement teams to ensure 1957 Society and donor recognition program best practices align across other UWaterloo giving societies (i.e. Circle and Laurel)
- Ensure gift recognition and stewardship policies and procedures are followed to provide consistency and integrity
- Ensure donors are appropriately acknowledged in any published donors lists and giving circles

**Donor Events**
- Plan and execute donor relations events, in collaboration with Advancement teams, including volunteer recruitment and management, project management and evaluation
- Provide counsel and guidance to Faculties and other teams for gift announcements, ground breakings, donor visits, receptions, special performances, etc. as appropriate
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- Work with other teams to leverage Advancement events, as appropriate, for additional donor engagement opportunities

Other
- Maintain accurate, up-to-date Raiser’s Edge records of donor stewardship activity
- Ensure Donor Relations and Stewardship (DRS) procedure manuals are current, accurate and maintained
- Provide coordinated project management for special donor relations initiatives and projects
- Support the timely resolution of donor relations and stewardship based inquiries through research, problem solving, and communication with relevant staff members and on campus partners
- Work collaboratively as part of DRS team in order to strategically support Advancement and University goals
- In collaboration with the Associate Director, facilitate recruiting, training and supervision of co-op student(s)
- Other duties as assigned

*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
- Bachelor’s degree, preferably in Marketing, Business or Communications, or equivalent combination of education and experience

Experience
- 4+ years of experience working in a fundraising environment with emphasis on stewardship and donor relations responsibilities
- Proven experience and track record in project management and execution, impact communications and event management

Knowledge/Skills/Abilities
- Demonstrated analytical, strategic-thinking, adaptability and relationship building skills are essential
- Ability to work independently, take initiative, and prioritize multiple demands in a complex environment
- Exceptional organizational skills with demonstrated ability for meticulous accuracy
- Excellent written and oral communication skills and experience writing and producing donor communications
- Excellent interpersonal skills with a strong sense of diplomacy and professional integrity
- Demonstrated ability to build strong, collaborative relationships within and across teams in a large, dynamic and complex environment
- Previous work in an academic environment is an asset
- Exceptional expertise in use of Microsoft Office tools and sophisticated relational databases, such as Raisers Edge
- Familiarity with financial reporting procedures
- Knowledge of federal and provincial legislation affecting charities, as well as donor relations best practices

Nature and Scope
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- **Contacts:** Internally, works closely with colleagues across Advancement and campus, including interactions with senior leadership. Participates as member of Donor Relations and Stewardship team and reports to the Associate Director. They may also interact with major individual and corporate donors, leaders of the business community, alumni, and other friends of the university.

- **Level of Responsibility:** The position has no direct supervision of others and performs specialized work with minimal supervision. Responsible for creating impact reports, planning and delivering stewardship programs and events. Must be able to take initiative and manage deadlines and priorities. May manage coop students and budgets.

- **Decision-Making Authority:** This position is responsible and accountable for establishing priorities within the realm of the above job responsibilities. They determine the optimum course of action to solve problems and discretion must be used around issues to be escalated.

- **Physical and Sensory Demands:** Some moderate physical demands (walking, lifting, carrying, event set up). Deadline pressures with concurrent demand for thoroughness and accuracy. Exposure to stress and pressure associated with events and extended computer use.

- **Working Environment:** Office based position. This position requires occasional travel and the ability to works some evenings and weekends to attend donor events as needed.