DESCRIPTION, DUTIES, AND EXPECTATIONS OF POSITION

POSITION TITLE: ALUMNI RELATIONS COORDINATOR
PERSONNEL CLASSIFICATION: OFFICE SUPPORT STAFF - NONEXEMPT
DEPARTMENT: DEVELOPMENT AND COLLEGE RELATIONS
POSITION SUPERVISOR: DIRECTOR OF ALUMNI ENGAGEMENT
DEPARTMENT HEAD: VICE PRESIDENT FOR DEVELOPMENT AND COLLEGE RELATIONS

PRIMARY DUTIES: Responsibilities may include, but are not necessarily limited to, the following:

1.) Assist in planning, organizing, executing, and evaluating alumni and other college events, including Homecoming, Golden Scots Celebration Weekend, Senior Gala, Monmouth Alumni Chapter events around the United States, Monmouth Associates, President’s holiday reception, etc.

2.) Provide support for the planning, preparation, promotion, and hosting of alumni milestone class reunions. Assist with mailings, provide information to reunion committee members for them to make telephone calls and send e-mail messages to other alumni, etc. Prepare reunion booklets with updated information about members of each alumni reunion class.

3.) Regularly set aside time to make several telephone calls to alumni. Have conversations with the alumni to encourage them to attend upcoming alumni gatherings scheduled in their city or area.

4.) Provide administrative support to the Director of Alumni Engagement, including typing, filing, etc. Make travel reservations and arrangements (air transportation, car rentals, college car reservations, hotel, etc.).

5.) Generate accurate mailing lists and handle logistics of mailings. Strive to keep printing and mailing costs as low as possible.

6.) Track alumni and development budget expenses and income; prepare college purchase orders, credit card charge receipts, deposits and other forms. Reconcile expenses and income with the college business office.
7.) Maintain an operating procedures book for the Alumni Programs area.

8.) Assist in updating alumni, spouse, and family information in the computer records system. Help with alumni records data entry projects as needed and assigned.

9.) Coordinate the alumni correspondence program. This includes “Wee Scots” letters, and cards and letters for deaths, illnesses, birthdays, anniversaries, marriages, career promotions, personal accomplishments, etc., for alumni and other significant constituents.

10.) Keep the supervisor (Director of Alumni Engagement) updated about work, activities, and the carrying out of all duties and responsibilities in this position description.

11.) Manage the student workers of the Alumni Programs area.

12.) Plan, coordinate, and staff the Monmouth Associates luncheon programs. Invite and confirm emcees and speakers for these programs. Promote upcoming Monmouth Associates programs to the community.

13.) Provide coordination and support for the updating of information on alumni Web pages on the college’s Web site, sending mass e-mail messages to alumni, alumni census/data update questionnaires, alumni directories, referral of prospective students to the Office of Admission, alumni travel/tour programs, etc.

14.) Provide administrative support for all activities of the Alumni Board of Directors.

15.) Maintain storage and inventory of alumni mementos, merchandise, supplies for events and meetings, etc. Order items when needed.

16.) Help the Development Coordinator and the Office of Development and College Relations staff in the completion of projects, assignments, mailings, etc., whenever extra assistance is needed. Provide support and reception of incoming telephone calls for the Vice President for Development and College Relations when needed.

17.) Serve as receptionist to the Alumni House and main communications point of contact for the Office of Development and College Relations (e.g., answer toll-free line, event registrations, gift receiving, transferred switchboard calls, greet visitors, etc.).

18.) Order, organize and maintain campus materials used by the department (e.g., admission materials, financial aid scholarship materials, athletic pamphlets and schedules, etc.).

19.) Assist in overseeing and maintaining office equipment, supplies, and organization of materials for the Alumni House (e.g., serve as contact for IS department, generate help tickets for repairs, order toner and supplies, etc.).
20.) Generate alumni and other constituent lists (mailing, email, or otherwise) as needed for the Office of Development and College Relations and other departments across campus.

21.) Other duties and projects as assigned.

**GENERAL EXPECTATIONS OF POSITION:** Regular attendance on the job is an essential function of the position. Be prompt in arriving for work at the office every day; work hours for nonexempt support staff in this department are normally 8:00 a.m. to 4:30 p.m. with one hour off for lunch, Monday through Friday. Work hours are and will remain subject to change. Work at least 7.5 hours each scheduled workday (excludes lunch periods and approved leave). Must be willing and able to work occasional evenings and weekends, as assigned in advance by the supervisor. Conduct is expected to be professional and courteous, and must maintain a very high level of confidentiality. Instructions and assignments are to be carried out in a manner which promotes and is consistent with the intrinsic goals of Monmouth College.

**WORK RELATIONSHIPS:** Reports to the Director of Alumni Engagement. Works directly with Office of Development and College Relations staff and other college staff. Helps supervise student workers. Daily contact with alumni, students, staff, faculty, and the general public.

**EDUCATION, EXPERIENCE, AND CERTIFICATION:** High school diploma. Some college experience and coursework may be a plus. Successful experience in one or more areas involving customer services, event planning and coordination, and use of social media for positive and productive communication may be useful.

**SKILLS, KNOWLEDGE, AND ABILITIES:** Must be able to work independently and as a team member. Excellent data entry, organizational, communication (written and verbal) and interpersonal skills. Proven ability to work courteously and effectively with a wide variety of individuals in a public, multi-tasked and service-oriented office (positive, upbeat manner). Proficiency in software applications or information systems (i.e., database, etc.) to fulfill related responsibilities listed above. All requirements are subject to change, with possible modifications made to reasonably accommodate individuals with disabilities.

**ADDITIONS, AMENDMENTS, AND DELETIONS:** The whole or any portion of this position description may be added to, amended, or deleted at any time by the Director of Personnel or the position supervisor with the approval of the Director of Personnel.

**DISTRIBUTION:** One copy of this document will be provided to the employee and the position supervisor. An additional copy will be maintained in the employee's personnel file.