DESCRIPTION, DUTIES & EXPECTATIONS OF POSITION

POSITION TITLE: DEVELOPMENT COORDINATOR

PERSONNEL CLASSIFICATION: OFFICE SUPPORT STAFF – FULL-TIME, NONEXEMPT

DEPARTMENT: DEVELOPMENT & COLLEGE RELATIONS

POSITION SUPERVISOR: DIRECTOR OF ALUMNI ENGAGEMENT

DEPARTMENT HEAD: VICE PRESIDENT FOR DEVELOPMENT AND COLLEGE RELATIONS

1.) Assist in planning, organizing, executing, and evaluating annual giving solicitations to secure philanthropic support for Monmouth College. These solicitations include targeted mailings, telephone calling, and e-communications to alumni, parents of current students and alumni, current and retired faculty/staff members, current students, businesses and vendors, and other friends of the college. Coordinate with the Director of Alumni Engagement in the strategic planning and scheduling of targeted direct-mail, telephone, and e-solicitations as well as the promotion of online giving via the college’s website. Segment annual giving solicitations by grouping donors and prospects according to their previous giving (past donors vs. nondonors), levels of past giving, class year (e.g., class reunion campaigns), age range, affinity group, student involvement codes, academic major, etc. Stuff and prepare mailings or outsource the preparation of mailings. Assist in the regular analysis of donor giving, patterns and trends of participation, and the identification of weaknesses in giving and participation rates that need to be strategically addressed (e.g., younger alumni, middle-aged alumni disengaged with the college, etc.). Regularly track progress toward achieving Annual Fund financial and donor goals and metrics.

2.) Work with the Director of Alumni Engagement, Director of Advancement Services, and the college’s Information Systems Center to generate accurate data and lists of the targeted constituencies to be solicited. Learn the Datatel Colleague Advancement computer records system and keep up to date on the system’s capabilities. Accurately segment and retrieve data from the system in support of annual giving projects. As appropriate, carefully exclude people with certain codes (e.g., deceased, bad address, wrong phone number, do not send mail, do not solicit, member of the Board of Trustees, major donor/prospect assigned to the President or Vice President for Development and College Relations, etc.).
3.) Establish and manage information tracking processes regarding acknowledgement, recognition, on-going communications and continued cultivation of past and current donors to enhance their relationship with the college and increase the likelihood of continued contributions. Collaborate with Vice President of Development & College Relations, Director of Alumni Engagement and Director Development and Legacy Giving to develop acknowledgment and recognition procedures for all gifts (major, leadership, Monmouth fund) that are consistent across audiences.

4.) Facilitate the recognition of all donors through various mediums, including:
   a. Assist the Director of Advancement Services in the production of the donor honor roll, determine the report recipients, and proofread the completed list.
   b. Work with the Director of Alumni Engagement, ensure that details of stewardship plans are compiled and communicated to all involved parties, and that the plan is documented and implemented. (To include, but not limited to, strategic recognition of donors within the 1853 Society, first time donors, Loyal Scots Society, etc.)

5.) Handle the logistics of preparing phonathon data reports and work to ensure accurate data sharing when uploading the calling records. Prepare pledge acknowledgement letters, envelopes, and contribution forms following each calling shift. Follow up on inquiries from donors and prospective donors requesting more information; ensure that this information is provided in a timely manner.

6.) Provide support for class reunion gift campaigns, providing information to committee members for screening and rating alumni lists, assisting with and tracking progress on gift solicitations, etc.

7.) Assist in updating alumni and donor information in the Datatel Colleague Advancement computer records system. Help with records data entry projects as needed and assigned. Forward to the Records Coordinator all new and updated information received during phonathon calls and from direct-mail solicitations (name and address changes, home and cell phone numbers, e-mail addresses, job titles and employers, etc.).

8.) Provide administrative support to the Director of Alumni Engagement, including typing, word processing, filing, etc. Provide office coordination through the creation of meeting agendas, recording meeting minutes, managing the drop date calendar, creating and sharing weekly reports and documenting all mailings. Prepare college purchase orders and other forms. Maintain an operating procedures book for the Monmouth Fund area. Maintain copies -- with samples, data request forms, etc. -- of all completed Development mailings, phonathons, e-solicitations, and other solicitations.

9.) Assist the College Communications staff with press release data compilation for graduates and Dean’s List individuals, and the annual Donor Honor Roll.

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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.) Help coordinate the faculty and staff campaign and senior class gift campaign.

12.) Help coordinate the solicitation of local businesses, organizations, and friends of the college as well as vendors that the college does business with.

13.) Help manage the time approval for phonathon student employees.

14.) Maintain storage and inventory of annual giving supplies, brochures, envelopes, letterhead, gift/pledge cards and forms, etc. Anticipate the amounts of items that will be needed for upcoming mailings and phonathons, and order these items well in advance.

15.) Assist office staff in the completion of projects, assignments, mailings, etc., whenever extra assistance is needed. Help staff Homecoming, Golden Scots Weekend, and other department events. Provide support and reception of incoming telephone calls and visitors in the absence of the Alumni Relations Coordinator.

16.) 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 other Advancement Office staff and supervises student workers. Daily contact with students, staff, faculty, and 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 students, staff, faculty, and public.

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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.

**PHYSICAL REQUIREMENTS:** Work is normally performed in a typical office setting with some travel to main campus required, especially during alumni related events (Homecoming, Golden Scots, etc.),

- Sitting in a normal seated (stationary) position for extended period 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, discerning and conveying (exchanging) information.
- Vision sufficient to see within normal parameters.
- Hearing sufficient to hear within normal range.
- Mobility sufficient to traverse campus.
- Occasionally required to move or transport (lift) items weighing up to 15 pounds.

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.