



# Amherst College

## Office of Human Resources

### JOB DESCRIPTION

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Title: Donor Relations Coordinator

Department: Donor Relations Reports to title: Director of Donor Relations

Full Time: X Part Time: \_\_\_\_\_ Date Prepared: January 14, 2020

Job Group & Level: AO-4 Regular Daily Work Schedule: 8:30 to 4:30

Pay Type: Weekly \_\_\_\_\_ Monthly \_\_\_\_\_ Months Per Year: \_\_\_\_\_ Hours Per Week: 35

(Summer Months) Months Per Year: \_\_\_\_\_ Hours Per Week: \_\_\_\_\_

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#### 1. Summary of Position:

Under the direction and guidance of the Director of Donor Relations, the Donor Relations Coordinator will provide project coordination and administrative support for the Donor Relations program and staff; responsibilities include acknowledgment production, department communications, event preparation, records maintenance, and general office functions. The individual will play a significant role maximizing the consolidated efforts of Donor Relations and Advancement to thank, steward, and recognize a diverse set of constituents and donors; and as such, will serve as a highly valued member.

Takes appropriate actions to support a diverse workforce and participates in the College's efforts to create a respectful, inclusive, and welcoming work environment.

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#### 2. Principal Duties and Responsibilities:

##### *30% Program/project/event support:*

- Manage assembly and distribution of stewardship report materials, as well as final steps for special acknowledgments, recognition courtesies, and other communications.
- Provide support for campaign and donor relations events, including invitation preparation, RSVP management, materials coordination, producing nametags, and post-event communication.
- Participate in planning for various stewardship and recognition projects, and direct the implementation efforts as assigned.

##### *25% Gift acknowledgment program coordination:*

- Manage production and distribution of acknowledgements for Amherst Fund gifts from unassigned donors.
- Produce acknowledgments for tribute gifts, gifts-in-kind, and bequests, with appropriate messages and wording.
- Coordinate gift notifications to departments and other campus partners.
- Coordinate mailing and coding of all gift acknowledgments produced by the donor relations office.

*20% Records/reports support:*

- Responsible for reporting and querying data as requested for the Director and other team members.
- Enters contacts/remarks/volunteer info into database.
- Understands how gifts are processed and recorded; expedites requests and inquiries from College staff and faculty, trustees, alumni, parents, friends and key volunteers. Escalate requests and issues as needed.
- Proactively create, manage and maintain records in Advancement database, electronic files, computer storage drives, as well as online drives and project management applications.

*20% Administrative support:*

- Support the Director of Donor Relations and other members of the Donor Relations team; schedule meetings; coordinate logistics and prepare materials for meetings and visits with donors.
- Prepare gift agreements for signing, mailing, and filing.
- Serve as a reliable intake point for all internal requests to the Donor Relations department and track progress; provide exemplary customer service in contact with College donors and donor prospects, faculty, administrators, staff and students.
- Effectively collaborate with a diverse set of colleagues, students and donors
- Track budget expenditures for Donor Relations department.

5% Performs other duties/functions as requested.

All employees are expected to participate in the College's efforts to create a respectful, inclusive, and welcoming work environment.

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### 3. Internal-External Interaction/Communication:

Daily interaction: Donors and Constituents (Alumni, Parents, Grandparents, Friends), Advancement Staff

Occasional contact: Academic Departments and Faculty, Program Offices, Students, Dean of the Faculty, Dean of Students, President's Office, Information Systems, Controller, Facilities, OAS, Vendors

Liaise with other Advancement departments and campus partners as needed and directed.

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### 4. Education: (include certifications and licenses)

Required: High School Diploma or equivalent

Preferred: Bachelor's Degree

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### 5. Experience: (List specific skills necessary to perform this job)

Required:

- Three to five years of related experience.
- Excellent organizational and time management skills, with a capacity to thrive in a fast-paced environment.
- Demonstrated ability to work independently and prioritize work efficiently and effectively under deadlines.
- Excellent customer service, verbal and written communication and interpersonal skills, with the ability to promote and maintain good relations, especially in talking on the telephone with donors regarding their record of giving.
- Strong attention to detail and accuracy.

- Excellent skills in MS Outlook, Word, Excel, Access, and web-based interfaces. Ability to learn new software programs, such as InDesign.
- Experience entering and maintaining data in a relational database.
- Comfortable operating and troubleshooting computers and peripherals, multifunction devices, projectors and other standard office equipment.
- Commitment to or experience working with a diverse community.

Preferred:

- Experience working in a fundraising environment.
- Experience, training and/or background in higher education.
- Knowledge of Ellucian Colleague (Datatel).

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6. Environmental and Physical Demands: (Please describe the work environment and unusual physical demands, i.e. lifting requirements.)

Ability to lift, carry, push and pull up to 25 lbs. (moving boxes of supplies or publications). Repetitive motions including hands, wrists and fingers. Visual – normal concentration.

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7. Decision Making:

Routine decisions are made daily; some decisions are arrived through consultation with supervisor or other colleagues, while others are made independently. Employee prioritizes own work, referring unusual cases to supervisor or others. Sensitivity to confidentiality is important. Considerable discretion is necessary in the disclosure of biographical information. Some independence of action within stated guidelines and creativity required to respond to a variety of inquiries.

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8. Supervision Exercised/Received:

Reports to the Director of Donor Relations. Position requires minimal supervision from supervisor.

Supervisory Responsibility: Yes \_\_\_\_\_ No X\_\_\_\_\_

Number of Employees Supervised: \_\_\_

