Donor Relations and Stewardship Specialist

Job no: 515983
Work type: Staff
Location: Channel Islands
Categories: Unit 9 - CSUEU - Technical Support Services, Administrative, Probationary, Full Time

University Advancement

Administrative Analyst/Specialist Exempt I

RESPONSIBILITIES & DUTIES:

Donor Stewardship

- Oversees and implements a donor stewardship program to enhance and build relationships with existing CSUCI supporters and donors.
- Manages key stewardship programs and projects like Leave Your Mark and other campus naming opportunities. Working closely with fundraising staff, implements loyalty programs including Donor Honor Roll, President's Circle, Legacy Society, and Society of Distinction.
- Oversees production of compelling, creative written reports in various formats towards keeping donors informed and engaged.
- Develops customized correspondence for major gift donors. Prepares annual reports, including those for endowed annual funds. Ensures accurate and timely reporting on gifts and philanthropic grants. Compiles and provides to donors thank you letters written by scholarship recipients.
- Creates, designs, writes, and distributes email and hard copy acknowledgements such as thank you letters, post-event videos, and other stewardship communications. Updates acknowledgments and text for electronic receipts for upload to Development data systems.
- Reaches out to donors and supporters in new and innovative ways using email, social media, and video stewardship software tools.

Event Support
• Works with CSUCI event staff and Development fundraisers to plan and implement donor events.
• Collaborates with fundraising and event staff to compile specifications for event invitation distribution lists. Works with Advancement Operations staff to oversee completion of lists and related communications.
• Provides on-site support and assistance at Advancement events.
• Responsible for post-event stewardship such as videos and emails.
• Coordinates entry of event related information to Development data systems.

Connection Activities

• Implements an online campus Opportunity Hub. This includes serving as the liaison between the technology and the users such as faculty, campus organizations and external partners.
• Coordinates closely with Development fundraisers and CI leadership to implement efforts to strengthen existing relationships and foster new partnerships between CI academic departments, the community, and businesses.
• Other duties as assigned.

REQUIREMENTS OF POSITION:

Required

• Three years or more experience in a donor relations or client service role.
• Progressively responsible work experience demonstrating multitasking and exceeding customer or donor expectations.
• Highly motivated and very organized with strong ability to work with others as part of a fundraising team.
• Must be able to apply a high level of judgment and discretion on a consistent and continuing basis and to maintain confidentiality of sensitive information.

Preferred
• A Bachelor’s degree
• Past nonprofit experience, ideally in higher education Development
• Past experience in a sales, marketing, or fundraising environment

Travel to and attendance at various functions, meetings and conferences is required and must be able to occasionally work nights and weekends. Must successfully complete the Defensive Driver Training Program and to provide proof of eligibility to lawfully operate a motor vehicle in the State of California.

A background check (including a criminal records check) must be completed satisfactorily before any candidate can be offered a position with the CSU. Failure to satisfactorily complete the background check may affect the application status of applicants or continued employment of current CSU employees who apply for the position.

This position is eligible to participate in the telecommute program. Approval should come from the department administrator and reviewed every six months, as the business needs may change at any given time.

Hiring Range: $3,897 - $5,000 per month

Advertised: July 11, 2022 (9:00 AM) Pacific Daylight Time
Applications close: Open Until Filled