

## Assistant Director, Donor Relations

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**JOB SUMMARY:** The Assistant Director collaborates with the Director of Donor and Foundation Relations and other staff in Advancement and across Queens' campus in building and nurturing lasting relationships between Queens and its generous donors and supporters, with particular emphasis on stewarding endowment donors and creating memorable recognition events. The Assistant Director is responsible for planning, delivering, and monitoring comprehensive and structured stewardship activities to thank, recognize, and report back to Queens's donors to show the impact of their giving and provide an excellent donor experience.

### Essential Duties and Responsibilities

- Develops and implements aspects of Queens' stewardship program that contributes to high donor retention rates.
- Tracks and reports on stewardship related to top donors.
- Works with the Director to manage key aspects of donor recognition and stewardship events, which may include the annual Royal Society event, annual Scholars Luncheon, and other receptions, luncheons, dinners, and dedication ceremonies.
- Creates and updates customized annual fund reports with detailed giving and investment information for assigned endowment funds and annual scholarship funds.
- Manages acceptance of all gifts to the University; prepares gift agreements for all capital, restricted, and endowment gifts as necessary.
- Maintains an up-to-date inventory of named spaces on campus and oversee the installation and maintenance of plaques, lettering, and signage.
- Creates and maintains gift acceptance policies and procedures for the University.
- Manages Queens' gift acknowledgment processes, working closely with Advancement Services to ensure timely and accurate acknowledgment of all gifts to the University.
- Manages documentation of all gifts and pledges to the University; coordinates pledge payment schedules and reminders accordingly.
- Works with the Director to ensure appropriate stewardship of Ministrare Leadership Society, Crown Society and Albright Legacy Society. Partners with Director of Annual Giving on stewardship of Royal Society and Cornerstone Society.
- Drafts acknowledgment letters and pledge reminder letters on a quarterly basis.
- Manages annual budget for all donor relations functions.
- Schedules meetings with donors and the beneficiaries of their gifts.
- Supervises production of annual donor impact report.
- Organizes annual scholarship recipient thank-a-thon.
- Responds to written and telephone requests from donors and gift officers for information.
- Creates opportunities for additional donor recognition and identify opportunities to connect donors and fund beneficiaries.
- Ensures all donor contacts, including acknowledgement letters, fund reports, beneficiary contacts, and others, are properly documented in the Advancement database.

### Secondary Duties and Responsibilities

- Other duties and special projects may be assigned to meet department and university needs.

### **Experience, Knowledge & Skills Required**

- Strong verbal and written communication skills, including small and large-group presentation skills.
- Solid problem-solving skills and the ability to analyze components and arrive at a logical course of action while knowing when to ask for assistance or direction.
- Strong project management and planning skills, with the ability to balance competing priorities.
- Fundraising/database management experience in higher education preferred.
- Excellent interpersonal and communication skills (verbal and written), including exemplary poise, tact and diplomacy when working with a wide range of constituents and diverse audiences.
- Computer proficiency, particularly in MS Outlook, Word, Excel, and PowerPoint; ability to quickly learn and assimilate new systems and information.
- Proven attention to detail, accuracy, and timeliness.
- Excellent organization and follow-up / follow-through skills to ensure completion of assignments within established timeframes.
- Strong reasoning skills and the ability to define problems, collect data, establish facts, draw valid conclusions, and make well-thought-through recommendations
- Ability to work independently and as a member of a high-functioning team.
- Ability to anticipate needs and complete tasks proactively.
- Ability to use absolute discretion when dealing with sensitive, confidential materials.
- Track record of demonstrating appropriate initiative and self-direction; a self-starter who is flexible and adaptable
- Strong written and verbal communication skills and a gift for identifying information that should be escalated immediately
- Availability to occasionally work a flexible schedule, including nights and/or weekends to meet demands of the position
- Bachelor's degree or the equivalent in experience and education.

## **Application Process**

Qualified candidates should submit the documentation listed below via email to [hr@queens.edu](mailto:hr@queens.edu) in (.doc) or (.pdf) format. Incomplete applications will not be considered. Include the following:

1. A cover letter addressing the position qualifications, experience, and interest
2. Current résumé
3. Salary requirements
4. Contact information for three professional references.

Be sure to include “**AD-DOREL**” and **YOUR NAME** in your email Subject Line.

(**Example:** AD-DOREL Jordan Washington)

**Submissions received by June 30, 2021**, will receive first consideration. Queens will continue to accept submissions until the position is filled.

## About Queens University of Charlotte

Located in the heart of the nation's second fastest growing metropolitan area, Queens University of Charlotte leverages the city's diverse and thriving environment as an extended classroom. Nationally recognized for undergraduate programs in international and interdisciplinary education, Queens blends the best of liberal arts learning with professional preparation and community engagement. Focused on supporting success for diverse learners, faculty build close and collaborative relationships with students and help them build intentional and individualized roadmaps for flourishing at Queens and beyond. At the graduate program level, the University offers innovative educational experiences that help learners advance professionally and retool for new opportunities. Our environs afford faculty myriad opportunities to advance their own professional growth and teaching and research interests by collaborating with vibrant industry, non-profit, and community organization sectors.

Because of our history of innovation and our legacy of strong leadership, **Queens is positioned to be among the new forerunners of American higher education.** This is a defining moment for Queens. While other institutions are focused on sustaining and surviving, we are thinking much bigger. Institutions that understand what is needed and are willing to reimagine what is possible can position themselves to thrive and strengthen their market position after the pandemic with innovative approaches that are deeply connected to the world and its greatest challenges.

By 2030, **Queens aspires to become the leading, private, national university of Charlotte** with deep, meaningful, and reciprocal connections to the needs of our local community and economy; inventive and multidisciplinary academic programs that are connected to the world's most pressing challenges and biggest areas of opportunity; a fully connected, integrated, and innovative set of experiences that support holistic wellness and wellbeing; a culture of continuous improvement and investment that enables faculty and staff to flourish and achieve their full potential; and a comprehensive approach to diversity, equity, and inclusion that begins on campus and radiates throughout the community.

## Benefits

Queens offers comprehensive benefits to eligible employees, including: medical, dental and vision insurance, domestic partner benefits, defined contribution (matching) and supplemental 403(b) retirement plans, vacation and generous paid holidays, tuition remission and tuition exchange, Queens-paid life insurance, supplemental life insurance, dependent life insurance, accidental death and dismemberment insurance, flexible spending accounts (medical, dependent care, Health Savings Account), sick leave and long-term disability leave, paid parental leave, FMLA leave when eligible, reduced cost meals at Morrison Dining Hall, employee assistance program (EAP), free access to the Levine Center, wellness programs. In addition,

employees may choose benefits such as pet insurance, critical care insurance and legal assistance.

Queens University of Charlotte is an equal opportunity employer and is firmly committed to supporting and celebrating all forms of diversity. Queens does not discriminate on the basis of race, color, gender, sex (including pregnancy, child birth and conditions related to pregnancy or child birth), sexual orientation, gender identity or expression, religion, age, national origin, disability, political beliefs, veteran status, genetic information or any characteristic protected by law in the administration of its educational and admissions policies, scholarship and loan programs, athletic programs, employment and hiring policies, or other University-administered programs.

Any individual with a disability who needs any reasonable accommodation under the Americans with Disabilities Act to apply for a position or otherwise to participate in Queens' job search/selection process should contact the Director of Human Resources at 704.337.2222.

**Physical Requirements** *(with or without reasonable accommodation)*

- *Visual Abilities:* Read reports, create presentations, and use a computer system – 75-100% of the time
- *Hearing:* Hear well enough to communicate with co-workers, vendors, and students – 75-100% of the time.
- *Dexterity, Grasping, Feeling:* Write, type, and use the telephone, copier, and computer systems – 75-100% of the time.
- *Mobility:* Kneel for physical inspection of storage areas; Open files and operate office machines; move between departments and attend meetings across campus – 50-74% of the time.
- *Talking:* Frequently convey detailed or important instructions and ideas accurately, loudly, or quickly – 75-100% of the time.
- *Lifting, Pulling, Pushing:* Exert up to 20 pounds for force occasionally, and/or up to 15 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects – 50-75% of the time.
- *Cognitive/Emotional:* Ability to critically think and concentrate. Must be able to respond quickly to changes in conditions – 75-100% of the time.

**Work Conditions**

- Must be willing and able to work a flexible schedule to meet requirements of the position, including occasional nights or weekend work.
- Must be able to work in office environment while having contact with faculty, staff, parents, students, donors, service providers and vendors on any given day.
- Work has deadlines, multiple interruptions, high volume and can be stressful.

*This description is not intended to be an all-inclusive list of the duties and responsibilities of this positions, nor are they intended to be such a listing of the skills and abilities required to do the job. Rather, they are intended to describe the general nature of this position.*