

## Director of Stewardship

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**Summary:** The Director of Stewardship designs, develops, and leads a comprehensive stewardship program designed to connect, acknowledge, recognize, build, and develop meaningful relationships with donors at Queens University of Charlotte.

As a collaborative, donor-centric, and relationship-building leader, the Director manages all stewardship functions as an integrated part of University Advancement. Working dynamically and proactively across a diverse network of campus partners and other key stakeholders, the Director designs, builds, and leads a customer-service oriented and successful donor-centric model of stewardship.

The Director is responsible for the leadership, strategy, and delivery of stewardship programs, individualized stewardship plans, and activities designed to ensure donors feel how much the University appreciates their gifts, and to help them understand the impact of their philanthropic support. Serving as a key thought partner and architect of stewardship experiences, the Director builds a program of excellence, fosters a culture of stewardship, and develops highly personalized stewardship strategies, networks, and plans to support and cultivate relationships with major and principal donors, as well as help thank, recognize, and celebrate donors at all levels. The position requires supervisory experience and the demonstrated ability to lead by example. The Director supervises one staff member. *This position is not exempt from provisions of the Fair Labor Standards Act (FLSA) and is eligible to earn overtime pay or compensatory time off for additional hours worked.*

### Essential Functions:

- Develops and implements a comprehensive stewardship program for Queens that results in high donor retention, ongoing engagement and promotes further investment in Queens.
- Oversees the gift acknowledgement and pledge reminder processes, including acknowledgements from the Vice President of University Advancement and the University's President.
- Oversees all donor engagement activities for the University
- Creates and delivers annual reports for all donors to annual and endowed fund donors.
- Manages the coordination and execution of donor events including receptions, luncheons, dinners, and dedication ceremonies.
- Oversees establishment of new endowed funds, annually funded scholarships, and charitable gift annuities.
- Oversees policies and procedures related to gifts-in-kind, gift minimums and naming opportunities.
- Provides strategic consultation to Student Financial Services during scholarship assignment process.

### Non-Essential Duties:

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

### Skills/Qualifications:

- A minimum of 5 years of demonstrable leadership experience with increasing responsibility in stewardship/donor relations.

- 5 years of experience at an academic or other nonprofit institution is preferred.
- Excellent interpersonal and relationship-building skills, and the ability to develop rapport and communicate with a wide range of individuals and constituencies in a diverse community.
- Excellent organizational and time management skills. Proficiency in priority setting and follow-up and follow-through skills required.
- Strong oral and written communication skills; experience making presentations to a variety of audiences.
- Proficient in database platforms, Word, Excel, Internet/Email, and proven ability to learn and apply new systems.
- Ability to work independently as well as collaboratively.
- Able to adapt to a varied schedule; evening and weekends possible.
- Bachelor's degree or equivalent combination of education and experience.

## 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 salary expectations.
2. Current résumé
3. Two writing samples
4. Contact information for three professional references.

Be sure to include “**DIR-STEW**” and **YOUR NAME** in your email Subject Line.  
(**Example:** DIR=STEW Jordan Washington)

**Submissions received by December 15,** 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 of 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.*