

Support Job Position Description

Section I: Position information

Effective date: September 1, 2024		<input type="checkbox"/> Update only	<input type="checkbox"/> X Classification review
Position title	Development and Engagement Specialist		
Position number	998505		
Classification level	R1		
Position affiliation	<input checked="" type="checkbox"/> AUPE <input type="checkbox"/> Excluded		
Location	Remote		
Department	University Relations		
Reports to	Development Officer OR Manager, Fund Development		

Position summary

Briefly describe the main purpose(s) of the position.

Reporting to the Manager, Fund Development and working closely with the Director, Strategic Engagement, other development colleagues, the Strategic Engagement unit and other members of the Vice-President University Relations (UR) portfolio, the Development and Engagement Coordinator acts as an integral member of AU's Strategic Engagement team with a core focus on development. The Coordinator's focus on development is aimed to ensure the universities long-term sustainability, and to support the growth of development efforts and engagement across the institution.

This full-time position assists the Manager, Fund Development, Director, Strategic Engagement, and other development focused colleagues with tasks that enhance AU's ability to identify, cultivate, and steward supporters towards securing philanthropic and sponsorship contributions. This includes providing high-level support and project coordination of fundraising efforts, day-to-day processes, support mailings and event invitations, monthly reporting updates, events support and responding to general inquiries. The role will work in close collaboration with all members of the Strategic Engagement unit, primarily supporting development aims, and closely connecting on other institutional initiatives the unit oversees.

The Coordinator's efforts will often support AU leadership, including the VP UR, Dean's and other senior leadership team members. Their supports, in the form of documentation, coordination, updates and request management will contribute to the cultivation of gifts in alignment with engagement-centric, relationship driven practices. The Coordinator is expected to perform tasks with a high degree of service and exemplar attention to quality and detail. The work of the unit and UR is fast-paced, and the Coordinator will need to manage multiple tasks and priorities in an often ambiguous environment. The Coordinator will also work collaboratively as requested on other Strategic Engagement initiatives within the unit and across UR in support of AU.

Duties and responsibilities

Organize by key responsibility area and include % of time spent where possible.

- Provides support for the implementation and execution of fund development activities.
- Supports building and maintaining relationships with key donors.
- Works with development team to build relationships within UR, Office of the President, faculties and other institutional units to further fund development activities.
- Craft acknowledgments, pledge reminder messages and other communications to donors and supporters, including supporting Annual Giving Campaign execution, in collaboration with development, alumni and communications colleagues.
- Prepare and coordinate electronic and hard copy invitations and mailings.
- Process and issue tax receipts for mailed donations in collaboration with finance and development colleagues.
- Support fund development team through the coordination of activities and items, in collaboration with others across campus and Strategic Engagement colleagues, including documentation, briefs, meeting details, prioritization, and follow up items.
- Maintain a master schedule of all fund development events and initiatives, aligning with Strategic Engagement and UR overall, contributing to the engagement calendar of senior leaders and all team members.
- Manage and ensure organization of fund development files and records including being responsible for collecting and maintaining fundraising data in Raiser's Edge.
- Ensures compliance with university policy and procedures and FOIP guidelines.
- Provides support to AU's annual Convocation event as needed, as the largest institutional event. As capacity allows, provide support for other engagement initiatives.
- Provide high level administrative support for development initiatives, including filing, copying, sorting, etc. in support of Strategic Engagement, UR and campus.
- Coordinate funder recognition through various AU vehicles as appropriate to ensure accuracy of funder information.

Occupational health and safety

Employees:

Responsible to participate in the AU OHS program as required.

Supervisors:

Responsible for awareness of one's OHS Responsibilities as an AU employee and supervisor, for participating in the AU OHS Program as required, and for ensuring the participation of employees in the AU OHS Program as required.

See: <https://ohs-pubstore.labour.alberta.ca/li008>

Classification factors

Context and complexity

Daily contact with University Relations staff and with various departments and units with AU. Occasional communications with senior leadership in coordinating efforts and supporting workload.

Frontline contact with donors, alumni, students, other AU constituents, with the ability to understand that tact, diplomacy, and accuracy are key to AU's success, whether communicating in person, online or on social media channels.

Uses phone, Teams, Outlook for regular day to day communication. Proficiency in internal systems for finance, time reporting, event management, CRMs. Proficiency with donor policies, privacy guidelines, information storing, and Canada Revenue Agency practices for charitable giving.

Work problems

Internally, looks to set and replicate practices and processes with documentation, supportive information, data collection and reporting. Adheres to internal policies and guidelines on file, data and information storage and Canada Revenue Agency practices for charitable giving.

Externally, if connecting directly with donors, funders, alumni and/or others, demonstrates exemplar customer service and a solution-oriented mindset. Incumbent is not expected to know how to provide answers or guide all queries, but models best-in-class service and engagement. Colleagues and supervisor to support with knowledge and understanding.

Works independently to prioritize workload.

Authority

Receives overall direction from the Manager, Fund Development regarding priorities and activities, however incumbent sometimes works independently with minimal supervision. The role will work in close conjunction with the Manager, Director, and other development colleagues and will support AU leaders through their efforts. Expected to accurately and independently complete reporting and data entry. Within Canada Revenue Agency guidelines for charitable giving and AU policy, incumbent takes appropriate action for stewardship and engagement.

Contacts and communications

Communicates with donors, alumni, prospects and staff. Incumbent will maintain high level of confidentiality (e.g., of student records).

Incumbent will use tact, diplomacy and professionalism to accurately assess and handle operational issues. For items without precedence or unclear examples, incumbent requests guidance from colleagues and supervisor to inform a recommendation going forward.

Section II: Qualifications

Qualifications

Includes education, experience, skills, abilities, and any other special qualifications required. The qualifications relate to the position not the incumbent.

Education and Experience

- Undergraduate degree in an appropriate area such as marketing, communications, public relations or non-profit studies and two or more year's related work experience is preferred. An equivalent combination of experience and education may be considered.
- Minimum of two years experience in a fundraising environment.
- Knowledge of Canada Revenue Agency guidelines for charitable giving and tax receipting.
- Demonstrated experience in post-secondary or complex organizational environment considered an asset.

Knowledge, Skills and Abilities

- Be people-oriented with strong customer service, interpersonal and communication (verbal, written, and presentation) skills.
- Possess excellent organizational and time management skills, be able to multi-task effectively and efficiently especially during peak periods (i.e., semester start-up), and meet deadlines; attention to detail is a must.
- Be proficient in Microsoft Office applications and internet applications.
- Be a motivated, self-starter and able to work both independently and within a team.
- Be able to respect confidentiality of records with demonstrated professionalism in handling highly sensitive and confidential information.
- Be able to foster positive working relationships with students, alumni, and staff at all levels
- Ability to demonstrate University values of, integrity, community, adaptability, respect, and excellence.
- Ability to problem solve with strong communication skills to work collaboratively across AU teams.
- Be able to work the occasional evening or weekends.
- Be able to travel as required.
- Experience working in a post-secondary environment is an asset but is not required.
- Knowledge and experience with Raiser's Edge or similar CRM systems is an asset but is not required.