

JOB DESCRIPTION

Job title:	Director of Stewardship
Department:	Board and Donor Relations
Reports to:	Assistant Vice President, Board and Donor Relations
Job Status:	Exempt, Foundation Staff
Apply:	<u>Director, Stewardship</u>

General Position Summary:

As an integral team member of the Board and Donor Relations Department within University of Arizona Philanthropy and Alumni Engagement (PAE), the director is responsible for planning and directing all aspects of a comprehensive, university-wide stewardship program to strengthen relationships between the University of Arizona and its donors and to support PAE goals. The Director is a key driver of the collection and distribution of information on gift impact and beneficiaries and acts as both donor advocate and gift steward.

Supervisory Responsibility:

This position is supervisory in nature.

Essential Functions/Major Responsibilities:

- Assess stewardship needs across the Philanthropy and Alumni Engagement program and design, implement, and direct an integrated, comprehensive plan to steward donors strategically and consistently at all levels; engage internal and external stakeholders in plan development and implementation.
- Develop, communicate, and monitor the implementation of policies, procedures, and systems for gift acknowledgment, donor recognition, and gift impact reporting.
- Create strategic and operating plans, budgets, and staffing plans to recruit and develop a team that plans and manages donor stewardship programs and procedures, including:
 - Proactive stewardship of principal and major gift donors through the creation and coordination of individualized stewardship plans,
 - The Founders Society recognition program for \$1 million + donors, which involves collaborating with senior leadership, relationship managers, communications, and donor experience team to create and fulfill individual stewardship plans for welcoming new members and ongoing engagement of current members,
 - The Old Main Society recognition program for planned giving donors,
 - Collaborate with annual and leadership giving teams to facilitate annual stewardship plans for Arizona Loyal and President's Club donor recognition programs.
 - Complex, PAE-wide gift acknowledgement process with some portions managed centrally, as determined by plan,
 - Individual giving history reports for donors upon special request and for centrally managed volunteer leadership groups,
 - New stewardship programs and strategies as appropriate for special initiatives.
- Direct and develop a high-performing team to include performance management, professional development, and mentorship.
- Drive the creation and implementation of individual recognition plans for donors who make transformative gifts; engage with relevant partners (executive leadership, relationship managers, deans/directors, faculty, events, and communications).
- Oversee the preparation and distribution of UA and UAF endowment performance reports to donors in coordination with PAE marketing and communications team.

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- Ensure coordinated stewardship of scholarship, endowment, and other designated funds across the PAE: engage necessary partners to gather information on use of funds and outcomes achieved (Office of Financial Aid, relationship managers, deans, faculty, etc.); lead process creation and oversee implementation of reporting to donors on usage and impact of funds.
- Develop and facilitate support and resources for unit-based colleagues executing stewardship activities. This may include partnership with the PAE training and internal communications teams to develop training modules and communications for effective onboarding, training and professional development of staff toward the goal of consistent, high-quality stewardship of all university donors.
- Develop in partnership with leadership key performance indicators and outcomes to assess the effectiveness of stewardship programs and recognition activities, including reporting on measurable goals.
- Creatively apply best practices and new technologies in developing digital strategies for stewardship, enhancing relationships with donors across the country and abroad.
- Work with the Donor Events and Experiences team in the strategic planning of events and programs that are designed to cultivate and steward donors.
- Create processes for addressing donor/constituent concerns regarding stewardship issues; ensure elevation of issues to senior leadership as necessary and appropriate.
- Maintain professional connections and interactions with donor relations colleagues through CASE and ADRP.
- Participate in long-term and short-term planning for the department.
- The Director may make financial/budget decisions while performing the duties outlined above.
- Perform additional duties as assigned.

Interpersonal contacts:

This position requires interaction with a variety of people, including Foundation Board members, university top level administrators, PAE senior leadership, faculty, students, and alumni. This position also serves as liaison with donors, development officers, and the public who visit the office, attend events, and call on the telephone. Occasionally, this position must also diplomatically address and resolve donor concerns.

Knowledge, Skills, and abilities:

- Commitment to working in a collaborative team environment with shared goals.
- Ability to work efficiently with a wide variety of individuals, including donors, PAE colleagues, deans, faculty and staff.
- Excellent communication and interpersonal skills
- Ability to effectively communicate both verbally and written.
- Demonstrated commitment to exceptional customer service with the ability to translate the PAE guiding principles of donor-centricity and collaboration into work practices.
- Ability to recognize and handle highly confidential and sensitive information in a discrete and professional manner.
- Work with excellent organizational skills and attention to detail.
- Be able to work independently with the ability to prioritize multiple projects and meet strict deadlines for deliverables
- Ability to anticipate and discern work priorities and meet deadlines with little supervision.
- Adept at problem-solving and using judgment in situations requiring initiative, tact, and confidentiality.
- An exceptional work ethic and track record of personal initiative required.
- Openness to new ideas and personal flexibility with the ability to adapt and succeed in a multi-task, fast-paced environment with changing processes and occasional ambiguity.
- Ability to inspire cooperation and participation
- Proficiency in the use of personal computers and Microsoft Office software (Word, Excel,

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PowerPoint, and Outlook).

- Proficiency or ability to learn additional software required to perform the essential duties of the position
- Knowledge and proven experience implementing management principles, including planning, leading, directing, mentoring, evaluating, and motivating staff. May contribute to recommending pay decisions for their direct reports.

Minimum Qualifications:

- Bachelor's degree;
- Proven experience providing service to philanthropic donors;
- Proven experience leading teams to create and implement donor relations programs;
- Experience using donor relationship management systems to document, track, and analyze stewardship programs; AND
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- Five plus years of development and/or donor relations experience, preferably in higher education, with major emphasis on the donor stewardship component.

Preferred Qualifications:

- Experience managing staff.
- Seven plus years' experience in development and/or donor relations, with some work experience in a large, complex institution with centralized and decentralized operational components.
- Experience using Blackbaud CRM.
- Familiar with the University of Arizona campus.

The University of Arizona Foundation reserves the right to revise this job description at any time.