UR Medicine
Program Assistant to the Wilmot Cancer Institute Advancement team

General Purpose

Primary responsibility is to serve as the Program Assistant for the staff of the Wilmot Cancer Institute (WCI) Advancement team and oversee a variety of functions, including direct support to the Senior Director, event support, donor stewardship, and front end customer service for the department with high level donors and leadership. This position reports to the Senior Director of Advancement for the Wilmot Cancer Institute and will be responsible for anticipating the needs of the program and office in relation to department specific and overall goals.

The Program Assistant will bring the following qualities to their role:

- A knowledge of fundraising, constituent engagement and overall nonprofit development, preferably within a medical arena.
- Display a donor centric attitude and understanding by listening to donor's interests and motivations, understand the donor’s values, and be personal in a non-personal world.
- Proactive approaches to departmental challenges by applying critical thinking and problem-solving skills.
- Ability to motivate others (academic leaders, development colleagues and volunteers) in their success and contribute to a team environment.
- Work independently with confidence to make autonomous work-related decisions.
- Energy, enthusiasm and strategy to his/her daily activities.
- Exceptional service and a commitment to excellence in everything he/she does.
- Focus on his/her goals, overcome obstacles and see tasks through to completion
- Significant attention to detail, accelerated computer skills and strong written and verbal communication skills.

Specific Responsibilities

Gift Management and Recognition (35%)
Manages all gift processing for WCI gifts and completes gift input forms for pledges, pledge payments, and other gifts for Wilmot Cancer Institute, Biomedical Genetics and Radiation Oncology clinical departments. Works closely with colleagues in Gift and Donor Records to ensure accuracy of donor records and gift history. Reviews weekly acknowledgement reports to draft acknowledgement letters for primary and secondary gifts. Executes reports and letters for gift acknowledgements weekly. Reviews and analyzes lists for vital donor information and activity, along with identifying new potential donors. Responsible for regularly updating standard acknowledgment letters for a variety of types of gifts and for personalizing correspondence to major gift donors. Works with Prospect Research to request donor or prospect research for Senior Director and Director. Routinely enters contact reports and donor/prospect information into the OASIS system. Assists with managing prospect data and pulling Oasis reports. Responsible for maintaining the confidentiality of donor, staff, and patient information.

Program and Project Management (25%)
- Manages the time and calendar of the Senior Director of WCI Advancement as well as the overall cohesive flow of scheduling for the entire WCI Advancement staff, frequently anticipating needs and prioritizing requests.
- Handles arrangements for travel as well as travel and conference expense reports.
- Oversees meeting preparation to ensure that agendas, briefings, and logistical details are complete, including the creation of any needed materials, meal planning and follow up.
- Professionally and proactively represents the Senior Director and Director in contacts with Medical Center leadership, chairs, faculty, trustees, donors, alumni and prospects, University leadership, the press, and corporate and government officials, continuously working towards the fundraising and participation goals of the program.
- Directs the visits of dignitaries, major donors and major gift prospects, with the authority and foresight to triage problems as needed.
- Oversees processing and monthly tracking of expenses to departmental ledger, with insight and recommendations to the overall event and departmental budget. This includes the preparation of travel and conference expense reports for processing; managing all vendor invoices, purchase orders, and check requests.
- Responsible for project management and assistance with the creation of WCI advancement communications pieces intended for donor distribution.

**Event Management Support (10%)**
Provides pre and post event support to associate director community events as needed; particularly as it relates to support for the Wilmot Warrior Walk.
- Pre and Post-event tasks include; event participation tracking and analysis, sponsor and donor acknowledgments, event tracking in OASIS.

**Donor Stewardship (10%)**
With an in depth knowledge of the department goals and a high-level of customer service, manages the relationship with donors, prospects, volunteers, faculty, staff and community members. Strategically handles calls, letters, and donor requests in a timely manner and determines escalated priorities. Serves as the first point of contact and professional lead with communications with key donors and the WCI community.

**Management of Student Support Staff (10%)**
Manages the WCI Student Office Assistant, temporary and contract employees. Responsible for creating a schedule, time keeping and assigning tasks. Tracks and manages projects to best serve the needs of the WCI Advancement team. Responsible for interviewing, hiring and on-boarding process of WCI Student Office Assistant. Daily supervision and any needed disciplinary and performance actions.

**Board Administration (5%)** In coordination with the Assistant Director of Donor Engagement & Signature Events, oversees the execution and planning of quarterly WCI Advisory Board meetings. This includes all necessary meeting logistics, the creation of all materials to be used in the high-level meetings and any needed meeting follow up such as Board meeting notes. Oversees professional and accurate dissemination of information to the board on a regular basis. Tracks board subcommittees and honorary board, tracks participation and board terms in OASIS; all to then be used in the analysis towards the related goals.

**Other (5%)** Other duties as assigned by the Senior Director and WCI Advancement team.
Basic Requirements
Bachelor’s degree and a minimum of 3 years of experience working in a fast-paced, donor-centric environment. Preference of a candidate who has experience within a high education or medical advancement organization.

Skills
Ability to work in a fast-paced, high-energy, team-oriented environment. Maintain a high-level of confidentiality and displays professionalism at all times. Advanced computer skills and Microsoft Office proficiency is required. This position necessitates good judgment, strong communication skills, an assertive problem-solver, strong customer relations skills, ability to set priorities and handle multiple tasks. This position requires an inquisitive, mature individual with the ability to adjust to changing priorities and challenges in a busy environment. Proficiency in OASIS, MAS, Greater Giving and COGNOS systems valued.

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