

Position: Assistant Director of Alumni Relations & Constituent Engagement
Grade: 55
Reports to: Executive Director of Alumni Relations

Overview:

The Assistant Director of Alumni Relations and Constituent Engagement oversees important logistical operations for the Office of Alumni Relations S/he manages a comprehensive registration process for Meliora Weekend (the University's largest annual event) with outside vendor and key Advancement partners, including development and execution of a very complex registration website, coordination of IT support, Advancement, and other key partners. Provide oversight of data, reporting, development and management of on-site registration, and premiere customer service processes. S/he also oversees office-wide budget development, tracking, reconciliation, and reporting for six expense accounts and one revenue account, including advising and participation in office-wide strategic planning. S/he manages other strategic priorities as assigned by the Executive Director, particularly related to staffing, office management and technology In close coordination with Alumni Relations and Advancement Services staff, coordinate the collection, updating, and reporting of significant alumni data.

Responsibilities:

40% Strategic Event Management & Customer Service

- Manage the development, improvements, and implementation of a very complex registration system for Meliora Weekend (an event for over 10,000 attendees). Work with outside vendor including data management and communication. Independently make decisions about and oversee implementation of the technology platform, internal and external processes, internal and external communications, and customer service standards and protocols for before and during the weekend.
- Work with and manage several internal partners and stakeholders to ensure an optimal registration process, including for VIP constituents.
- Manage daily budgets for 7 accounts including annual projections, monthly forecasts, and ongoing analysis and reporting. Support the Executive Director in making key financial-based decisions that impact the overall weekend experience and success.
- Manage and oversee Meliora Weekend customer service experience including web, mail, telephone communication, and in-person processes both before and during the weekend.
- Develop and implement trainings and supervise Advancement staff on all pre-event and onsite registration.
- Serve as a key member of Meliora Weekend operations team, including coordinating needs of unit partners including ESM, SMD and SON for corresponding alumni weekend activities. Facilitate and lead other key MW planning meetings.
- Develop new and improve existing event tracking and reporting processes and standards.
- Develop and implement annual event management and registration systems upgrades as needed

30% Budget and Operations

- Develop internal strategies and operational initiatives that help the Alumni Relations team achieve its strategic priorities more efficiently and effectively (e.g. policies, protocols, equipment, reporting).
- Create and improve office-wide policies and protocols to improve operational efficiency, including fiscal performance, technology use, and other internal operations.
- Prioritize and manage office-wide support projects and processes. Assess operations team performance and office-wide needs on an ongoing basis to independently determine how to distribute and redistribute staff and budgetary resources.
- Lead and oversee annual budget planning for the entire team as part of the Alumni Relations strategic planning process.
- Manage and oversee department-wide budget development, reporting, and oversight, including the annual budget planning.
- Report upon fiscal performance and recommend budget reduction and cost containment strategies.
- Manage tracking and reconciliation of all Alumni Relations operating accounts and credit card processing through electronic payment systems.
- Serves as primary liaison to bursar and finance office for transactions, questions, issues.
- Manage job posting, hiring of all Alumni Relations student and TAR employees in the office. Manages schedules and coverage of front desk duties.
- Manage office equipment contracts, upgrades, and internal communications and trainings.
- Oversee PCI compliance for all Alumni Relations programs.
- Stay abreast of current office systems and technology and make recommendations that support the office in achieving its programmatic goals.

30% Data Management and Reporting

- Lead a small internal cross-functional team of Alumni Relations staff to create alumni data policies and procedures, implement data projects, as well as oversee projects relating to alumni relations data management, tracking, and reporting.
- Maintain systems and procedures to accurately collect, store, report upon and analyze alumni participation in University-wide Alumni Relations programs, including attendance at regional and on-campus events; ongoing and one-time volunteerism, including in career, affinity, and admissions activities, and including volunteer leadership and committee work; student activity involvement.
- Work closely with Alumni Relations senior staff, Advancement Services, and Information Technology to develop appropriate work processes, policies and procedures regarding alumni data.
- Serve as the office's primary liaison to OASIS and ensure that staff is properly trained in OASIS procedures.
- Assist the Executive Director and other Alumni Relations staff in the development of annual reports of alumni demographics, engagement and metrics at the University.
- Supervise and manage a student employee researching alumni records and documenting alumni membership in various activities in OASIS.
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Skills:

- ◆ Experience working with volunteers preferred
- ◆ Proven qualities of initiative, creativity, team orientation, and a commitment to client/customer service.
- ◆ Ability to manage multiple projects in a fast-paced, deadline-driven environment.
- ◆ Excellent oral, written, organizational, and interpersonal skills.
- ◆ Ability to work as a member of a team to accomplish objectives
- ◆ Experience in a development office or higher education setting preferred.
- ◆ Experience with Microsoft Office, Word, Excel, or Access preferred.
- ◆ A personal belief in mission, goals and objectives of private higher education and a desire to change the world
- ◆ Some evening and weekend work
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Qualifications:

The Assistant Director must have a Bachelor's degree and at least 4 years of development, alumni relations, event planning, or an equivalent combination of experience and education.