

Position: Alumni Relations and Constituent Engagement Program Assistant
Grade: 51
Reports to: Senior Associate Director of Alumni Relations and Constituent Relations

Overview:

The staff member, with minimal direction and with latitude for independent judgment, supports operational activities in Alumni Relations and Constituent Engagement and events included in Meliora Weekend and regional activities. The program assistant will exhibit the highest degree of customer service and be a key resource for constituents seeking information about University services and programs, particularly Alumni Relations and Constituent Engagement activities. This position is responsible for a wide range of departmental duties and involves considerable interaction with alumni relations staff, advancement staff, students, vendors, and other constituents. Specific team support responsibilities includes Operations & Special Programs and Young Alumni & Student Engagement but can expand to the entire department.

35% Meliora Weekend Operations Support

Support alumni operations staff in planning and managing Meliora Weekend activities and events. Plan and execute aspects of weekend headquarters activities in coordination with the ARCE Administrative Manager. Work with event staff and senior associate director of alumni relations on weekend logistics, including on- and off-campus space reservations; hotels; event database management; weekend registration; committee management and meeting coordination, and general customer service. Plan and implement various general event operations including but not limited to registration, headquarters, banners/signs, event schedules, reporting and other weekend details as assigned. Schedule Meliora Weekend planning committee activities. Manage Meliora Weekend email queries. Assist coordination of headquarters and serve as main point of contact for vendors and event managers during the weekend.

30% Event Project Management Support

Manage event registrations for the Office of Alumni Relations and Constituent Engagement regional activities, with particular focus on programs within Operations & Special Programs and Young Alumni/Student Engagement. To include additional departmental support as needed/assigned. Serve as point of contact to constituents interacting with the Office of Alumni Relations via telephone, email, postal mail. Serve as one of 4 support staff that manage registrations for the office's anchor events including Global Days of Service, George Happy Hours, Welcome Celebrations and Holiday Parties. Create events via on line registration systems (iModules and Campus Community Connection) and manage daily registration tracking, invitee lists and follow up communication. Update OASIS with registration lists and final lists of attendees/no shows. Maintain and circulate RSVP lists for events; post on internet. Process payments, including checks and credit cards and credits and modifications to order. Ensure accurate management of event invitees, respondents, and attendees within OASIS. Produce event-specific nametags, attendee lists and other registration-related materials in coordination with other event staff.

20% Operations Management Support

Coordinate distribution of departmental calendars, parking passes and mail. Coordinate ordering, inventory, leasing and maintenance of office supplies. Process all financial paperwork for two teams: strategic initiatives and young alumni/student engagement. Manage volunteer data in OASIS for Young Alumni/Student Engagement volunteers. Manage process of condolence cards for deceased alumni monthly. Coordinate data, printed cards, signing and mailing for senior team members. Assist with stewardship mailings as needed. Staff on and off-campus alumni events as necessary.

10% General Office Support

Duties including covering front-desk reception when needed. Perform basic support duties, including sorting and routing mail, covering telephones, managing calendars, compiling and editing reports, and composing and editing correspondence, and maintaining files. Complete requests from alumni or other constituents at the discretion of senior department staff. Generate and compile reports using Advancement databases.

5% Other duties as assigned**Qualifications:**

- ◆ Two years of post-high school secretarial studies or the equivalent. Associate's degree preferred.
- ◆ Two to three years of secretarial or office experience. Higher-education experience preferred.
- ◆ OR equivalent combination of educations and experience.
- ◆ Strong technical skills including experience with databases, data manipulation, and Microsoft Office, especially Word, Excel, PowerPoint. Outstanding writing, proofreading, and verbal communications skills, as well as excellent attention to detail. Strong customer service skills. The ability to plan, prioritize, and track details of multi-stage projects and multiple tasks.