



**JOB DESCRIPTION**

<b>Job Title</b> (30-character limit)	Alumni Relations and Constituent Engagement Associate Director	<b>Job Code</b>	3566
<b>Division/Function</b>	Advancement	<b>Career Level/ Grade Level</b>	P3
<b>Reports To</b>	Director of Alumni Relations and Constituent Relations		

**GENERAL PURPOSE**

*The General Purpose provides a concise, high-level overview of the role, level, and scope of responsibility consisting of 3-4 sentences. It provides a basic understanding of the job and a concise summary of why the job exists and how it makes an impact.*

The associate director, with minimal direction and with latitude for independent judgment, is responsible for planning and implementing signature event registration processes and reporting including management of vendor (Cvent) and development of the registration site, internal event database content, customer service processes, and on-site registration. He/She is responsible for top quality customer service both internally and externally including onsite registration and internally with schools and units and manages a team to execute the registration strategy. Signature events include the bi-annual Volunteers in Partnership Leadership Conference and Meliora Weekend. In collaboration with the leadership team of Alumni Relations and Constituent Relations, the associate director will also manage signature event program reporting and manage data projects for ARCE as identified.

**JOB DUTIES AND RESPONSIBILITIES**

*This section contains a description of the 4-7 separate duties and responsibilities that make up the position. Assign each responsibility a percentage of time (increments of 5% and no one responsibility greater than 25%) to total 100%. Select an indicator (Y/N) for essential function and remote work. Job Duties should be listed in order of percentage of time, with highest percentage first. When estimating percentage of time, it can be considered that 10% of a week is 5 hours or 5 weeks in a year.*

<b>Responsibility</b>	<b>% of Time Spent (Must total 100%)</b>	<b>Essential* Function (Y/N)</b>	<b>Can Be Performed Remotely (Y/N)</b>
<b>Signature Event Management and Implementation</b> -Develop, plan and execute event registration for signature events, including the Volunteers in Partnership Leadership Conference and the university-wide event, Meliora Weekend that encompasses 8,000-12,000 registrants, including program coordination, management of the registration committee, online experience for guests, tracking and reporting, and overall registration and ticketing processes. -When appropriate, coordinate registration processes for campuses including ESM, SMD and SON to ensure proper registration management. -Serve as lead contact for third party registration vendor.	25%	Y	Hybrid (Except for need to be in-person for live events.)
<b>Signature Event Customer Service Lead</b> -Coordinate with all schools and units to ensure quality customer service and registration management, communication with partners and attendees, and onsite execution for River Campus, SMD, SON and ESM when appropriate.	25%	Y	Hybrid (Except for need to need to be in-person for



Responsibility	% of Time Spent (Must total 100%)	Essential* Function (Y/N)	Can Be Performed Remotely (Y/N)
-Manage and oversee customer service experience including web, mail, telephone, and in-person processes.			live events.
<b>Signature Event Data Management:</b> -Ensure quality of reporting for signature event programs and attendees. -Develop and implement annual event management and database systems upgrades with IT staff. -Train and supervise Advancement staff on all pre-event and onsite registration. -Serve as a member of the VIP planning committee, Meliora Weekend Steering and Workgroup Committees. - Oversee the VIP and Meliora Weekend Registration Committee.	20%	Y	Hybrid
<b>ARCE Data Management:</b> -In collaboration with the leadership team of Alumni Relations and Constituent Relations, help manage and execute data projects for ARCE as identified. -Data entry and maintenance of events, volunteer, and other engagement information in the Advancement database; updating various volunteer, attendance, and event related spreadsheets; running and creating various reports from database including but not limited to, preexisting and new reports for mailings/emails, event, and volunteer activity; updating biographic information for constituents in database; working with various constituents on specific projects that require customer service, tracking, and coordination. -Liaison to ARCE support staff to oversee and maintain ARCE event data integrity and engagement goals, including over 250+ events and volunteer meetings per fiscal year.	15%	Y	Y
<b>Management:</b> -Management and oversight of the Meliora Weekend TAR position. -Provides oversight and guidance for the Meliora Weekend TAR position including reporting needs and Cvent.	5%	Y	Y
<b>General Support:</b> -Field miscellaneous inquiries from alumni. -Other tasks and duties as assigned by the Director of Alumni Relations and Constituent Relations	5%	Y	Y
Other duties as assigned	5%	Y	Y

Responsibility	% of Time Spent (Must total 100%)	Essential* Function (Y/N)	Can Be Performed Remotely (Y/N)
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*\*Essential functions are those functions that the individual who holds or desires the position must be able to perform with or without a reasonable accommodation. A job function may be deemed essential based upon several factors such as whether: 1. the position exists for performance of the function; 2. the number of employees available who can perform the function and limitations on the ability to reassign it; or 3. the degree of skill or expertise required to perform the function.*



### Qualifications

This section lists the level of job knowledge (such as education, experience, knowledge, skills, and abilities) necessary to do this job and whether it is required or preferred. Required qualifications are the minimum level of qualifications needed to perform this job. Preferred qualifications are “nice to have” but are not essential to the day-to-day functions of the job.

	Description	Required/Preferred
<b>Minimum Education</b>	-Bachelor’s degree -5-7 years of alumni relations, registration/database systems, data management or comparable experience. -Higher-education experience preferred.	Required
<b>Experience</b>	OR equivalent combination of educations and experience. .	Required
<b>Knowledge, Skills &amp; Abilities</b>	-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 computer technologies and sophisticated software applications. -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	Required
<b>Certification</b>		

### JOB SCOPE

Place an “X” next to the **ONE** statement that applies the majority of the time in each category.

Critical Thinking	
	Basic level of problem-solving ability. Follows policies and procedures where facts are readily available.
	Moderate level of problem-solving ability. Gathers and interprets data to solve routine problems that require verification. Some independent judgement required.
X	Independent level of problem-solving ability. Resolves semi-complex problems that require independent judgement.
	High level of problem-solving ability. Integrates and interprets data from diverse sources to find solutions to very complex problems.
Freedom to Act	
	Work is closely managed and reviewed for accuracy and adequacy. Follows specific, outlined, and detailed instructions.
	Work is accomplished with moderate supervision. Follows established and detailed directions. Work is reviewed for accuracy and overall adequacy.
	Work is accomplished with limited direction. Determines and develops approach to solutions. Work is evaluated upon completion to ensure objectives have been met.
X	Work is accomplished without considerable direction. Exercises judgement in selecting methods, techniques, and evaluation criteria in obtaining results. Exerts significant latitude in determining objective of assignment. Takes calculated risks with consultation from an expert.



	Works with minimal direction toward predetermined long-range goals. Acts independently to determine methods and procedures on new or special assignments. Determines and pursues courses of action essential in obtaining desired results. Takes calculated risks.
<b>Supervision of others</b> (including hire/fire)	
	No supervisory responsibility
X	Non-supervisory leader (Example: team leader, coordinator, or mentor)
	Supervisory (two or more fulltime direct reports or equivalent)
<b>Planning</b>	
	Executes goals and objectives established by supervisor or manager.
X	Develops individual goals and sets individual daily priorities and tasks. Goals and objectives are monitored by supervisor or manager.
	Develops and executes goals and objectives for a department or functional group. Recommends and gives input to strategic initiatives.
	Creates business strategies for long-term strategic objectives. Monitors results of initiatives.
<b>Consequence of Error</b>	
	Failure to accomplish results can normally be overcome without significant effect on the organization.
	Failure to achieve results or erroneous judgements may require allocation of additional resources to correct and/or achieve goals.
X	Failure to obtain results or erroneous judgements or recommendations would normally have serious results and may require substantial expenditure of resources to correct and/or achieve goals.
	Erroneous decisions or recommendations would normally result in the inability to reach crucial organizational objectives and may have prolonged effect, as well as the expenditure of substantial resources.
	Erroneous decisions or recommendations would normally result in failure to reach goals crucial to significant organizational objectives and would profoundly affect the image of the organization.
<b>Financial Responsibility</b> (Please check all that apply)	
X	Signing responsibility
X	Manage pre-determined budget
X	Independent judgement and responsibility to develop employer or departmental budget
x	Responsible for revenue generating processes less than or equal to \$1M
	Responsible for revenue generating processes \$1M to \$5M
	Responsible for revenue generating processes greater than \$5M
	Independent judgement and authority to commit the employer in matters of significant financial impact

### PHYSICAL/SENSORY REQUIREMENTS AND WORKING ENVIRONMENT

Indicate the physical/sensory requirement for each activity. Also indicate weight requirements where applicable

Activity	Rarely, Occasionally, Frequently, Continuously or N/A**	Weight***
Stationary Standing	Occasionally	
Sitting	Frequently	
Walking	Occasionally	
Crawling	N/A	
Balancing	N/A	
Lifting/Carrying	Occasionally	15
Pushing/Pulling	Occasionally	
Bending	Occasionally	
Squatting	Occasionally	
Kneeling	Occasionally	
Twisting/Turning	Occasionally	

<b>Climb</b>	N/A	
<b>Stoop</b>	N/A	
<b>Overhead Reaching</b>	Occasionally	
<b>Typing/Keyboarding</b>	Frequently	
<b>Driving (car/equipment)</b>	Occasionally	
<b>Critical Thinking/Organization</b>	Frequently	
<b>Talking on Phone</b>	Occasionally	
<b>Talking in Person</b>	Occasionally	
<b>Hearing in Person</b>	Frequently	

**\*\*Key to frequency codes:**

R = Rarely (less than 0.5 hours per day)

C = Continually (5.6 - 8.0 hours per day)

O = Occasionally (0.6 - 2.5 hours per day)

N/A = Not Applicable

F = Frequently (2.6 - 5.5 hours per day)

\*\*\*Weight: Up to 10lbs; Up to 20lbs; Up 35lbs; Up to 50lbs; Greater than 50lbs

### Hazard Assessment

*Please enter a "Y" next to any hazard that this job is subjected to in a **normal** workday*

Hazard Present (Y/N)	Hazard Type	Hazard Description
N	<b>Chemical</b>	<p><b>Toxic:</b> A chemical that exposes a person by absorption through the skin, inhalation, or through the blood stream that causes illness, disease, or death. The amount of chemical exposure is critical in determining hazardous effects. 1910.1000 for chemical hazard information.</p> <p><b>Flammable:</b> A chemical that, when exposed to a heat ignition source, results in combustion. Typically, the lower a chemical's flash point and boiling point, the more flammable the chemical. Check MSDS for flammability information</p> <p><b>Corrosive:</b> A chemical that, when it comes into contact with skin, metal, or other materials, damages the materials. Acids and bases are examples of corrosives.</p>
N	<b>Explosion</b>	<p><b>Chemical Reaction:</b> Self-explanatory</p> <p><b>Over Pressurization:</b> Sudden and violent release of a large amount of gas/energy due to a significant pressure difference such as rupture in a boiler or compressed gas cylinder.</p>
N	<b>Electrical</b>	<p><b>Shock/Short Circuit:</b> Contact with exposed conductors or a device that is incorrectly or inadvertently grounded, such as when a metal ladder comes into contact with power lines. 60Hz alternating current (common house current) is very dangerous because it can stop the heart.</p> <p><b>Fire:</b> Use of electrical power that results in electrical overheating or arcing to the point of combustion or ignition of flammables, or electrical component damage.</p> <p><b>Static/ESD:</b> The moving or rubbing of wool, nylon, other synthetic fibers, and even flowing liquids can generate static electricity. This creates an excess or deficiency of electrons on the surface of material that discharges (spark) to the ground resulting in the ignition of flammables or damage to electronics or the body's nervous system.</p> <p><b>Loss of Power:</b> Critical equipment failure as a result of loss of power.</p>
N	<b>Ergonomics</b>	<p><b>Strain:</b> Damage of tissue due to overexertion (sprains and strains) or repetitive motion.</p> <p><b>Human Error:</b> A system design, procedure, or equipment that is error provocative. (A switch goes up to turn something off).</p>
N	<b>Excavation (Collapse)</b>	Soil collapse in a trench or excavation as a result of improper or inadequate shoring. Soil type is critical in determining the hazard likelihood.
N	<b>Fall (Slip, Trip)</b>	Conditions that result in falls (impacts) from height or traditional walking surfaces (such as slippery floors, poor housekeeping, uneven walking surfaces, exposed ledges, etc.)
N	<b>Fire/Heat</b>	Temperatures that can cause burns to the skin or damage to other organs. Fires require heat source, fuel, and oxygen



N	<b>Mechanical/ Vibration</b> (Chaffing/ Fatigue)	Vibration that can cause damage to nerve endings or material fatigue that results in a safety-critical failure. (Examples are abraded slings and ropes, weakened hoses and belts.)
N	<b>Mechanical Failure</b>	Self-explanatory; typically occurs when devices exceed designed capacity or are inadequately maintained.
N	<b>Mechanical</b>	Skin, muscle, or body part exposed to crushing, caught-between, cutting, tearing, shearing items or equipment.
N	<b>Noise</b>	Noise levels (>85 dBA 8 hr TWA) that result in hearing damage or inability to communicate safety-critical information
N	<b>Radiation</b>	<b>Ionizing:</b> Alpha, Beta, Gamma, neutral particles, and X-rays that cause injury (tissue damage) by ionization of cellular components. <b>Non-ionizing:</b> Ultraviolet, visible light, infrared, and microwaves that cause injury to tissue by thermal or photochemical means.
N	<b>Struck by</b> (Mass Acceleration)	Accelerated mass that strikes the body causing injury or death. (Examples are falling objects and projectiles.)
N	<b>Struck Against</b>	Injury to a body part as a result of coming into contact of a surface in which action was initiated by the person. (An example is when a screwdriver slips.)
N	<b>Temperature Extreme</b> (Heat/Cold)	Temperatures that result in heat stress, exhaustion, or metabolic slow down such as hypothermia.
N	<b>Visibility</b>	Lack of lighting or obstructed vision that results in an error or other hazard.
N	<b>Weather</b>	Phenomena (Snow/Rain/ Wind/Ice) Self-explanatory.

**Approvals**

HR Business Partner:

Compensation Analyst:

Approver:

**Signature**

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**Date**

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