
Job Description

Job Title: Donor Relations Officer
Reports To: Vice President for Donor Relations

Department: Donor Relations
Status: Exempt

Position Summary: The Donor Relations Officer serves as a professional partner/resource to Foundation development staff and campus administrators, and assumes a primary role, as assigned, on gift agreement cases, account reviews and key projects aimed at furthering the Foundation's mission of strengthening fulfillment of donor intent and expectations. This position involves frequent interaction and communication with donors, university administrators and Foundation staff, ensuring that a donor-centered approach is maintained at all times.

Essential Duties and Responsibilities:

- Drafts new, revised or amended Memorandums of Agreement (MOAs), structuring provisions to address the unique circumstances of each gift and donor intent; ensures all gift documentation, guidelines and procedures are satisfied and that the campus administering officials are provided notice of the agreement as written.
- Manages the routing of all final MOAs to ensure signatures are secured, and agreements are appropriately disseminated.
- Manages the entry of information from the signed MOA into the database. This includes donor name for reporting and billing, criteria and biography.
- Creates data forms from the database once the MOA is completed. The form is then submitted to campus staff.
- Manages the updates of donor contact and address information in the database and data forms when updates are received.
- Works closely with the scholarship team in coordinating the thank you process to ensure that donors are receiving appropriate acknowledgement from scholarship recipients.
- Assists Scholarship Coordinator with the scholarship renewal process.
- Provides consultation services in matters related to the administration of MOAs; identifies, researches and analyzes relevant issues; clarifies terms and conditions in existing agreements; and assists with recommendations to mitigate non-functioning agreements.
- Coordinates and performs periodic and ad hoc reviews on accounts to examine compliance with donor intent; analyzes account history, determines appropriateness of the use of funds and applicable administrative procedures; identifies whether funds are being utilized in a timely manner; garners input from administering authorities, and reports on overall analysis, findings and future plans for strengthening stewardship of reviewed accounts.

- In consultation with Vice President for Donor Relations provides final recommendations for executing standard and special requirements of new and existing MOAs based on direct correspondence with donors.
- Contacts donors on a regular, recurring basis to ensure gift intentions are met and to execute any special requirements of MOAs.
- Consults with development staff and the Vice President for Donor Relations to develop and maintain a list of MOAs that require additional or special oversight, due to the complexity or uniqueness of programs or considerations within the MOAs or special expectations of the donor and/or the department involved with the agreement.
- Assists in conducting outreach and training for campus administrators to ensure a sound understanding of the requirements, procedures, and resources available for successfully administering existing MOAs under their authority.
- Works with the scholarship team to coordinate socials and breakfasts involving scholarship recipients and donors.
- Participating and assisting at events that involve donor recognition will be required.

Qualifications/Requirements:

- Must have high level of interpersonal skills to handle sensitive and confidential situations. Position continually requires demonstrated poise, tact and diplomacy. Customer service skills requiring clear communication in person, on the phone and in writing are essential.
- Must be able to interact and communicate with individuals at all levels of the organization.
- Must have knowledge of a variety of computer software applications in word processing, spreadsheets, database and presentation software (MSWord, Excel, Powerpoint).
- Work requires continual attention to detail in composing, typing and proofing materials, establishing priorities and meeting deadlines. Must be able to work in a fast-paced environment with demonstrated ability to juggle multiple competing tasks and demands.

Education/Training/Experience:

- Bachelor's degree is required.
- One or more years of experience or training; or equivalent combination of education and experience is required.

Machines and Equipment to be used: Computers, calculators, fax machines, copiers, telephone and a variety of other office/clerical equipment.

Typical Physical Demands: Requires sitting, standing, bending, reaching, and some lifting. Requires manual dexterity sufficient to operate standard office machines such as computers, fax machines, calculators, the telephone, and other office and/or clerical equipment. Requires normal range of hearing and vision.

Employee Signature: _____

Date: _____

Supervisor Signature: _____

Date: _____

NOTICE

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Regular attendance is required in this job. This document does not create an employment contract, implied or otherwise, other than an “at will” employment relationship. The SDSU Foundation is an Equal Opportunity Employer.

Approved: May 1, 2012
Revised: November 30, 2012
Revised: January 6, 2015