



POSITION ANNOUNCEMENT

Job title: Director of Stewardship
Department: Leadership Giving Board and Donor Engagement
Hours: 40+ per week
Opening: March 14, 2017
Classification: Exempt, Professional Staff
Benefits: Yes
Closing: Open Until Filled

General Position Summary:

As an integral team member of the University Development Program (UDP), the director is responsible for assessing stewardship functions and envisioning, developing, and implementing a comprehensive, University-wide stewardship plan to strengthen relationships between the University of Arizona and its donors and to support UDP goals. The Director is a key driver of the collection and distribution of information on gift impact and beneficiaries and acts as both donor advocate and gift steward.

Essential Functions/Major Responsibilities:

- Assess stewardship needs across the University Development Program and create a comprehensive, University-wide plan to strategically and consistently steward donors at all levels; engage internal and external stakeholders in plan development and implementation.
- Develop, communicate, and monitor the implementation of policies, procedures, and systems for gift acknowledgment, donor recognition, gift utilization, and gift impact reporting.
- Create work plan, procedures, and staffing plan and recruit, train, and supervise a team to proactively support the stewardship responsibilities of relationship managers through the creation and coordination of individualized stewardship plans for principal and major gift donors.
- Plan and facilitate implementation of Founders Society recognition program for \$1 million+ donors: collaborate with senior leadership, relationship managers, communications, and donor engagement team to create and fulfill individual stewardship plans for welcoming new members and ongoing engagement of current members.
- Oversee complex, UDP-wide gift acknowledgement process with some portions managed centrally, as determined by plan; ensure coordination of acknowledgments with units and recommend and implement standardization and customization as appropriate.
- Develop and oversee implementation of best-in-class donor service program as a central hub for intake of and response to donor inquiries and needs.
- Drive the creation and implementation of individual recognition plans for donors who make transformative gifts; engage with relevant UDP partners (executive leadership, relationship managers, deans/directors, faculty, events, and communications).
- Create multi-year and annual calendar, work plans, budgets, and staffing plans for centrally-managed stewardship programs and services.
- Oversee the preparation and distribution of UA and UAF endowment performance reports to donors in coordination with UAF marketing and communications team.

- Ensure coordinated stewardship of scholarship, endowment, and other designated funds across the UDP: collaborate with Financial Services and Compliance Office to create processes for monitoring creation and spending of funds; ensure checks and balances to drive accurate awarding; engage necessary partners to gather information on use of funds and outcomes achieved (Office of Financial Aid, relationship managers, deans, faculty, etc.); lead process creation and oversee implementation of reporting to donors on usage and impact of funds; follow-up and lead the development of plans for fund usage as needed.
- Track and evaluate outcomes and the effectiveness of stewardship programs and recognition activities.
- Creatively apply best practices and new technologies in developing digital strategies for stewardship, enhancing relationships with donors across the country and abroad.
- Work with the Board and Donor Engagement team in the strategic planning of events and programs that are designed to cultivate and steward donors.
- Create processes for addressing donor/constituent concerns regarding stewardship issues; ensure elevation of issues to senior leadership as necessary and appropriate.
- Maintain professional connections and interactions with donor relations colleagues through CASE and ADRP.
- Participate in long-term and short-term planning for the department.
- The Director may make financial/budget decisions in the course of performing the duties outlined above.

Interpersonal contacts:

This position requires interaction with a variety of people, including Foundation Board members, University top level administrators, UDP senior leadership, faculty, students, and alumni. This position also serves as liaison with donors, development officers, and the public who visit the office, attend events, and call on the telephone. Occasionally, this position must also diplomatically address and resolve donor concerns.

Specific job skills:

- Deep knowledge of donor relations and stewardship.
- A collaborative team leader who takes initiative, sets priorities, and maximizes resources.
- Ability to successfully handle multiple tasks and projects congruently.
- Commitment to working in a team environment with shared goals.
- Communicates information in a clear, concise, accurate, and timely manner.
- Extreme attention to detail and ability to create editing and review processes designed to produce impeccable work products.
- Demonstrated experience devising and implementing automated processes tempered with high-touch components to effectively manage high-volume work flow with appropriate personalization and customization.
- Ability to handle highly confidential and sensitive information in a discrete and professional manner.
- Ability to provide sound judgment and offer solutions that align with UDP guiding principles and ethical standards of the development profession.
- Adaptable to changing processes and environments.
- Demonstrated commitment to exceptional customer service with the ability to translate the UDP guiding principle of donor-centricity into programmatic practices.

- Recognizes and respects different perspectives. Open to the ideas and views of others.

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- Experience managing staff and building high-functioning teams.
- Comfort in organizing, tracking, and interpreting modest levels of data.
- Knowledge of budgeting and demonstrated ability to accomplish work plans within prescribed budget parameters.

Minimum Qualifications:

- Bachelor's degree;
- Proven experience providing service to philanthropic donors;
- Proven experience leading teams to create and implement donor relations programs;
- Proficiency in MS office applications;
- Experience using donor relationship management systems to document, track, and analyze stewardship programs; AND
- Five plus years of development and/or donor relations experience, preferably in higher education, with major emphasis on the donor stewardship component.

Preferred Qualifications:

- Experience managing staff.
- Seven plus years' experience in development and/or donor relations, with some work experience in a large, complex institution with centralized and decentralized operational components.
- Experience using Raiser's Edge or Blackbaud CRM.

Work Environment:

This position will be required to work weekends and/or evenings when necessary and may require occasional travel.

To Apply:

Please send a letter of interest, resume, and three professional references (include job number LG1708 in the subject line) to:

The University of Arizona Foundation, Attn: Human Resources
1111 N. Cherry Avenue
Tucson, Arizona 85721
Fax (520) 621-2975
*E-mail hrdept@al.arizona.edu

E-mail submission is the preferred method in Word or PDF format

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