

JOB TITLE: Donor Relations Officer

ENTITY: Foundation

REPORTS TO: Chief Development Officer (CDO)

EFFECTIVE DATE: January 2022

FLSA CLASS: Exempt

JOB LOCATION: Remote Location

JOB SUMMARY

The Donor Relations Officer (DRO) is a key member of the Foundation team, responsible for developing organizational relationships with donors with a goal of enhancing donor engagement and securing major and planned gifts to support the vision and mission of the Alpha Chi Omega Foundation. DROs serve as ambassadors of the Foundation to Alpha Chi Omega alumnae and stakeholders, motivating enthusiastic support for Alpha Chi Omega’s educational and philanthropic initiatives.

ESSENTIAL FUNCTIONS AND REQUIREMENTS

FUNCTION	REQUIREMENTS
<p>Donor Engagement</p>	<ul style="list-style-type: none"> • Manages an assigned portfolio of major and planned giving donors and prospective donors. <ul style="list-style-type: none"> ○ Develops and executes personalized individual donor cultivation and stewardship plans. ○ Builds organizational relationships with donors to enhance donor engagement and secure major and planned gifts to support fundraising goals. ○ Travels as appropriate to visit with donors in support of cultivation and stewardship plans. • Identifies, solicits and stewards members of the Leadership Circle (annual unrestricted gifts of \$1,000 or more). • Identifies donor and impact stories for use in Foundation and Fraternity publications, communications and initiatives. • In collaboration with CDO and Campaign Project Manager, identifies, researches and qualifies prospective,

	<p>including identification of prospects for chapter impact plans and chapter housing initiatives.</p> <ul style="list-style-type: none"> • Engages in regular personalized communications with donors and prospective donors. • With Team, participates in promotion, cultivation and stewardship activities related to special Foundation giving initiatives, such as Day of Giving, Star Booth, and Founders’ Day Challenge. • Develops and demonstrates strong understanding of programs supported by the Foundation to facilitate donor understanding of gift impact. • May cultivate and solicit gifts for chapter housing campaigns as assigned.
<p>Foundation Operations</p>	<ul style="list-style-type: none"> • Responsible for accurate and timely documentation of all information related to individual donor strategies, demographic information and interactions in the iMIS database for use in future cultivation activities. • Works with associate director of donor engagement and Foundation operations manager to ensure accurate processing of donor gifts and pledges, including timely acknowledgment and recognition. • Participates as needed and assigned in the development of resources, collateral materials, presentations and proposals in support of major gifts, planned gifts, campaign or other giving initiatives.
<p>Volunteer Engagement</p>	<ul style="list-style-type: none"> • Assists CDO and associate director of donor engagement in recruiting, onboarding and training Foundation volunteers to ensure successful achievement of Foundation goals. • Collaborates with and supports Foundation volunteers in planning and executing personalized strategies to cultivate, steward and steward donors.
<p>Foundation Events</p>	<ul style="list-style-type: none"> • Collaborates with staff and volunteers in planning and execution of Foundation cultivation and stewardship events.
<p>Fiscal Responsibility</p>	<ul style="list-style-type: none"> • Responsible for achieving annual, campaign and planned giving goals for assigned portfolio of donors.

	<ul style="list-style-type: none"> • Communicates through appropriate channels observations of noncompliance with Alpha Chi Omega Foundation policies, IRS guidelines, fundraising ethical guidelines, or applicable local, state and federal laws and ordinances that place personnel or the organization at risk. • Performs with care any control-related or confidential activities required by the position. • Ensures cost-effective management of Foundation assets and resources. • Complies with processes and procedures for accurate and timely invoice payment, expense reporting and reimbursement requests.
<p>Organizational Culture and Leadership</p>	<ul style="list-style-type: none"> • Manages timely and effective communication with supervisor regarding issues, concerns and decisions that affect the organization. • Promotes continuous improvement through identification and implementation of best practices, acquired knowledge and automation. • Stays abreast of trends, innovations and developments in the nonprofit and fundraising industries, particularly as it relates to major and planned giving; periodically reviews organizational strategies and plans to ensure the Foundation is responding to changing industry conditions and donor trends. • Performs other special assignments and duties as assigned.

CONTACTS

This position has regular contact by phone, video conference, email and written correspondence with all levels of staff, operational volunteers, elected leadership and boards, third-party partners and vendors, and collegiate and alumnae donors.

KNOWLEDGE, SKILLS AND ABILITIES

Qualifications Required:

- Five or more years of professional fundraising experience required, preferably in major gifts, planned giving and/or direct donor engagement.
- Prior experience interacting directly with donors required.

- Demonstrated success in cultivating and securing major and planned gifts preferred.
- Displays a significant level of maturity, integrity and professionalism in developing and sustaining resilient relationships with donors, volunteers and colleagues.
- Strong service orientation, outstanding presentation and listening skills, professionalism and confidentiality required.
- Works with a sense of urgency in a team-oriented and goal-driven environment.
- Strong computer skills with proficiency in Microsoft Word and email required.
 - Prior experience working with iMIS or other similar donor relationship management system is a plus.
- Membership in Alpha Chi Omega is preferred, but not required. Membership or familiarity with Greek-letter fraternal organizations preferred.

EDUCATION

Bachelor's degree in nonprofit management, business, communications or another related field required. Master's degree, advanced training, Certified Fund Raising Executive (CFRE) or other similar certification is a plus.

WORKING CONDITIONS

Required 40 hours per week. Typical office hours are 8:30 a.m. – 5 p.m. Eastern Time, Monday through Friday, however, DROs may work a flexible schedule to accommodate engaging with donors at a time conducive to the donor. It may be necessary at times for the employee to work beyond the standard workweek, including occasional evenings or weekends, to complete assigned tasks. Frequent travel, up to 50% of the time, in support of donor relationships, Foundation events or professional development is required and is considered an essential function of the job. Travel may include work in the evenings and on weekends.

PHYSICAL REQUIREMENTS

The working conditions and physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this position, the employee is regularly required to sit and work on a computer for extended periods of time. The employee will be required to stand, walk, stoop, kneel, lift, carry, pull, grasp and bend over. The employee must be able to lift, carry and move up to 30 pounds as needed. Must be able to move in and between various facilities and handle exposure to inclement weather.

Strong sensory skills, such as good eyesight, good hearing and dexterity are necessary for the performance of this position. Must be able to interact comfortably with others, both in person and through telephone, video conference, email and written correspondence.

Note: The statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.