

**JOB TITLE:** Donor Relations Officer

**ENTITY:** Foundation

**DEPARTMENT:** Foundation

**REPORTS TO:** Chief Development Officer

**EFFECTIVE DATE:** September 2025

**FLSA CLASS:** Exempt

**JOB LOCATION:** Remote

## JOB SUMMARY

The Donor Relations Officer (DRO) is a critical member of the Alpha Chi Omega Foundation team, responsible for developing organizational relationships with donors with a goal of enhancing donor engagement and securing major and planned gifts in support of Foundation strategies and objectives. This role serves as an ambassador of the Foundation, motivating enthusiastic support for Alpha Chi Omega's educational and philanthropic initiatives.

## ESSENTIAL FUNCTIONS AND REQUIREMENTS

FUNCTION	REQUIREMENTS
<b>Donor Engagement and Fundraising</b>	<ul style="list-style-type: none"><li>• Manages an assigned portfolio of major and planned giving donors and prospective donors.<ul style="list-style-type: none"><li>○ Develops and executes personalized donor cultivation and stewardship plans.</li><li>○ Builds relationships with donors to enhance engagement and secure annual, major and planned gifts to support fundraising goals.</li><li>○ Engages in regular personalized communications with donors and prospective donors.</li><li>○ Travels as appropriate to visit with donors in support of cultivation, solicitation and stewardship plans.</li></ul></li><li>• Identifies, researches and qualifies prospective donors, including prospects for chapter impact plans and chapter housing initiatives.</li></ul>

	<ul style="list-style-type: none"> <li>• Identifies, solicits and stewards members of the Leadership Circle Silver level or higher (annual unrestricted gifts of \$2,500 or more).</li> <li>• Regularly solicits and closes gifts of \$2,500-\$500,000 annual value. May solicit larger gifts in partnership with supervisor or board member.</li> <li>• Regularly solicits documented planned gifts.</li> <li>• May cultivate and solicit gifts for chapter housing campaigns as assigned.</li> <li>• Identifies donor and impact stories for use in Foundation and Fraternity publications, communications and initiatives.</li> <li>• 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.</li> <li>• Develops and demonstrates strong understanding of programs supported by the Foundation to facilitate donor understanding of gift impact.</li> </ul>
<b>Foundation Operations and Initiatives</b>	<ul style="list-style-type: none"> <li>• Responsible for accurate and timely documentation of information related to individual donor strategies, demographic information and interactions in the database for use in future cultivation.</li> <li>• Participates as needed and assigned in the development of resources, collateral material, presentations and proposals in support of major gifts, planned gifts, campaigns or other giving initiatives.</li> <li>• Assists in recruiting, onboarding and training Foundation volunteers to ensure successful achievement of Foundation goals.</li> <li>• Collaborates with and supports Foundation volunteers in planning and executing personalized strategies to cultivate, steward and steward donors.</li> <li>• Collaborates with staff and volunteers in planning and execution of Foundation cultivation and stewardship events, as assigned.</li> </ul>

<b>Fiscal</b>	<ul style="list-style-type: none"> <li>• Responsible for achieving annual, campaign and planned giving goals for assigned portfolio of donors.</li> <li>• Responsible for achievement of defined DRO activity and fundraising objectives as defined in the Foundation's annual Development Plan and Major Gifts Plan.</li> <li>• Communicates through appropriate channels observations of noncompliance with Foundation policies, IRS guidelines, fundraising ethical guidelines, or applicable laws and ordinances that place personnel or the organization at risk.</li> <li>• Performs with care any control-related or confidential activities required by the position.</li> <li>• Ensures cost-effective management of Foundation assets and resources.</li> <li>• Complies with processes and procedures for accurate and timely invoice payment, expense reporting and reimbursement requests.</li> </ul>
<b>Organizational Culture</b>	<ul style="list-style-type: none"> <li>• Manages timely and effective communication with supervisor regarding issues, concerns and decisions that affect the organization.</li> <li>• Promotes continuous improvement through identification and implementation of best practices, acquired knowledge and automation.</li> <li>• Stays abreast of trends, innovations and developments in the nonprofit and fundraising industries, particularly as it relates to major and planned giving.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Performs other special assignments and duties as assigned.</li> </ul>

## CONTACTS

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

## **KNOWLEDGE, SKILLS AND ABILITIES**

Qualifications required:

- Two or more years of professional fundraising experience required. Direct experience in major gifts, planned giving and/or direct donor engagement preferred. A combination of related education and professional/volunteer experience may be considered. Candidates' differing levels of experience will be considered, with pay commensurate with experience.
- Maintains a high level of maturity, integrity, confidentiality and professionalism in developing and sustaining resilient relationships with donors, volunteers and colleagues.
- Demonstrates outstanding communications skills, including written, verbal, presentation and listening.
- Works with a sense of urgency and flexibility in a team-oriented and goal-driven environment.
- Demonstrates strong computer skills with proficiency in Microsoft Word and email required.
- Prior experience working with iMIS or other donor relationship management system is a plus.
- Seeks to acquire knowledge in area of specialty.
- Membership in Alpha Chi Omega or other Greek-letter fraternal organization is preferred.

## **EDUCATION**

Bachelor's degree or equivalent required. Certified Fund Raising Executive (CFRE) or other similar certification preferred.

## **WORKING CONDITIONS**

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.

This is a full-time position, with a required minimum of 40 hours per week. 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 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

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 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.