

Position Description

Director of Stewardship Support Services

Purpose: The Director of Stewardship Support Services is responsible for the design, implementation and coordination of a UMKC Foundation-wide comprehensive stewardship system that appropriately and consistently promotes recognition and creative stewardship of donors at all levels.

It is imperative that the position partner with Major Gift Officers, Leadership Gift Officers and Alumni Directors to determine the best strategies for thoughtful, effective stewardship of donors; create donor recognition levels with appropriate benefits; work with MCom to create materials that provide information regarding gift clubs; provide advice regarding recognition events and coordinate various activities for donor societies.

The Director of Stewardship Support Services will create and implement a stewardship program that will provide on-going support materials to support Major and Leadership Gift Officers, which will provide opportunities for engagement with donors that appear to offer a personalized touch by Major or Leadership Gift Officers. Similarly, the Stewardship Support Services Director will provide support and create materials to assist Alumni Directors as they continue to build personalized relationships with alumni and for follow-up and pipeline development activities.

Organizational Relationships: The Director of Stewardship Support Services reports to the Assistant Vice President University Programs. Reporting to this position is the Donor Relations Specialist. To effectively fulfill the responsibilities of the position, the Director must work closely with the Gift Processing Team in Finance, the Donor Relations Specialist, Major/Leadership Gift Officers and Alumni Relations staff members. The Director will also interact with college deans and other unit heads together with the Major/Leadership Gift Officers or Alumni Directors.

Essential Duties:

1. Establishes and manages information tracking processes regarding acknowledgement, recognition, on-going communications and continued cultivation of past and current major donors to enhance their relationship with the University and increase the likelihood of continued contributions. Develops and assesses policies and procedures across the division and university that are essential for a comprehensive stewardship program. Coordinates efforts throughout UMKC to insure equitable recognition and consistent follow-up with donors, as defined by annual gift levels and lifetime giving (30%)

2. Designs, documents, and implements a systematic and integrated donor stewardship program that encompasses strategic donor recognition events; leads annual endowment report project annually by working collaboratively with Director of Operations, Donor Relations Specialist, and MCom to create/design annual endowment reports, to gather and insure editing of philanthropic impact statements, strategically utilizing reports to communicate with donors,

including high-end specialized reports for \$1M+ lifetime donors. Uses best practices to devise consistent, accurate, and appropriate information-sharing mechanisms for stewarding prospects and donors. Proactively supports the stewardship responsibilities of the development staff by assisting them in establishing and coordinating individualized stewardship plans for donors to their colleges/units. (25%)

3. Recommends and facilitates on- and off-campus publicity of major gifts and donors with the Foundation's Communications Coordinator and Media Relations, including donor recognition walls, photos for the newspaper and the Independent, in social media. etc. Advises on and facilitates the recognition of donors in both print and Web-based publications. Assists in creation of press releases, scripts and marketing materials in collaboration with MCom. Contributes donor and gift information for the Foundation's Annual Report, determines the report recipients, and facilitates the mailing. Creates stewardship letters as requested. Leads story identification for Social Media and works with MCom, Foundation Leadership to regularly maintain Social Media pages and electronic newspaper stories (15%)

4. Works collaboratively with UMKC Foundation staff, MCom and External Relations & Constituent Relations to manage Foundation Annual Dinner, Annual Reception for Board, Donor Recognition Events, etc. Will interface with the External Relations special events team who will help to coordinate event dates, manage event logistics and event execution. This position will also help compile appropriate invitation lists, engage featured program participants, create programs and program materials, assist in preparing program scripts and participant remarks (as needed), create seating charts with the special events team that are reviewed by management, obtain donor parting gifts, and create and/or obtain donor awards and recognitions as needed. (10%)

5. Supervises Donor Relations Specialist. Oversees the work of the Donor Relations Specialist (10%)

6. Other duties as assigned (10%)

Knowledge Required: Knowledge and ability to create, execute and/or support, and oversee a comprehensive campus-wide donor recognition and stewardship plan. Will be expected to assist in providing support for events and programs for the University's major donors, working directly with the Division of External Relations. Excellent organizational, interpersonal, verbal and written communication skills are essential.

Must be able to generate creative solutions for stewarding donors by working through/with Major/Leadership Gift Officers and Alumni Officers in order to advance the University's efforts to maintain and strengthen high-quality individual relationships with donors. This requires an ability think strategically regarding donor engagement. Must be able to engage with donors in a confident, respectful fashion.

Proven skills and ability to manage multi-phase projects from inception to completion (successful project management skills a must), including the ability to build consensus among team members and balance multiple concurrent priorities. It is necessary for the incumbent to possess the ability to work independently and as part of a team. Being detail-oriented, well organized, focused and goal-oriented, with a high level of initiative and energy is essential. Must

be adept at problem solving and using sound judgment in situations requiring independent initiative and tact.

Education and Experience:

A bachelor's degree is required with a minimum of three to five years of experience, preferably in higher education (or a comparably complex organization), in development, stewardship, advancement services or related field. Demonstrated ability to create/develop/manage projects is preferred.

Supervisory Controls: Incumbent must be self-driven and motivated, and must be able to manage the responsibilities of the position independently. Goals, priorities, and major projects are reviewed and discussed on an on-going basis with the AVP – University Programs. This position will manage the Donor Relations Specialist position.

Guidelines: Guidelines are provided by the goals and objectives of the position, by fundraising strategies and techniques, by stewardship guidelines, and by the goals of the UMKC Foundation and the mission of the University. Confidentiality and discretion are mandatory.

Complexity: The ability to interact comfortably, tactfully, and effectively with varied internal and external constituencies is essential. Incumbent interacts on behalf of the University with donors from all of the University's various constituencies. Must display a high level of maturity and personal integrity and ability to understand, develop, and sustain resilient and dynamic relationships with donors, colleagues, and senior management. Incumbent must be able to effectively communicate both verbally and in writing.

Scope and Effect: This position is responsible for creating meaningful opportunities to engage donors from all "walks of life" and has a significant effect on the University's ability to recognize and retain current and future donors—which, in turn, affects private giving that enables the University to provide the best education possible to its students—both inside and outside the classroom.

Environmental Demands: This position does not require unusual physical ability. Little physical exertion is involved, although considerable pressures exist; ability to handle tension and stress in a positive manner is required. No risks or discomforts are imposed upon this position by the physical surroundings or job situation. Some travel, as well as evening/weekend work, is required.

Salary Range: Commensurate with experience.

UMKC Foundation: The UMKC Foundation is a separate but affiliated enterprise that is devoted to raising funds for the university, and for exercising fiduciary responsibility over endowments and other philanthropic investments made to UMKC. The UMKC Foundation enables a strong, sustained leadership to advance the university's interests.

If you are interested in helping grow the culture of philanthropy that supports UMKC, please send your cover letter and resume to: contact@umkcfoundation.org