



THE CITADEL FOUNDATION
CHARLESTON, SOUTH CAROLINA

JOB DESCRIPTION FOR: Director of Donor Relations

GENERAL RESPONSIBILITIES: The Director of Donor Relations leads the staff team charged with stewardship, special events, communications, and gift receipting at The Citadel Foundation and serves as a member of the Foundation's Management Team. The Director oversees a coordinated strategy for the Donor Relations Team functions in support of the Foundation's fundraising and stewardship efforts. Day-to-day efforts will focus primarily on planning and executing a coordinated and comprehensive stewardship program for major donors, including the execution of customized stewardship strategies with the Foundation's top donors and the development of policies, procedures, and standards for major gift acknowledgement, recognition, and reporting.

REPORTS TO: The position reports directly to the Executive Director.

DIRECT REPORTS: Director of Communications, Special Events Manager, Gift Processing Coordinator, and Stewardship Manager.

SPECIFIC DUTIES INCLUDE:

- Working closely with the assigned prospect manager, develop customized recognition and stewardship plans for specifically targeted donors at the \$100,000 level and above.
- Oversee management of a gift acknowledgement policy in conjunction with the receipting process providing leadership to the Gift Processing Coordinator.
- Coordinate a presidential acknowledgement process working with the Office of the President.
- Oversee the ongoing management of endowed fund reporting to donors of TCF and Citadel Trust endowments using information supplied by the related financial offices.
- Manage donor recognition strategies for Lifetime, Legacy, and Annual Fund Giving Societies, including the Cadet Miniatures Program, working with major gift officers, the director of gift planning, and Annual Fund staff.
- Establish a comprehensive communications strategy for the Foundation with the Director of Communications.
- Develop a strategic budget, plan, and evaluation process for an ongoing calendar of donor-centered stewardship and cultivation of special events, and oversee the Special Events Manager in the implementation of these events.
- Act as liaison with The Citadel's Office of the President and Protocol Office regarding presidential events and work with the development and prospect research staff to coordinate invitation lists for these events.
- Develop and maintain a Citadel Foundation Special Events policies and procedures manual.
- Work with the Director of Communications to develop strategic plans and budgets for each of these areas within Donor Services.
- Supervise four full-time direct report staff members listed above including developing individual six-month Performance Plans and conducting annual and mid-year reviews.
- Maintain expertise of stewardship issues, trends, and innovations, as well as IRS regulations and CASE management standards.

- Work cooperatively with other Foundation departments, especially Major Gifts, the Annual Fund, and with key college offices, namely the President's Office, the Office of Protocol, the Office of Business Affairs, Commandant's Office, Office of Financial Aid, and Physical Plant.

MISCELLANEOUS TASKS:

- Prepare and send monthly scholarship donation letters, and major donors' birthday cards.
- Coordinate the resolution of complaints, errors, or disputes with regards to donors and/or gifts.
- Oversee the establishment of new memorials in Raiser's Edge.
- Plan, coordinate, and supervise all donor cultivation and recognition events.

MINIMUM QUALIFICATIONS:

- Minimum of five year's work experience in fundraising, public relations, communications, alumni affairs, in a related field and ideally in a public higher education or non-profit administrative setting.
- Record of experience in customer service.
- Problem-solving, solution-oriented mind-set with proven ability to see complex projects through to timely completion.
- Strong human relations, communications, and interpersonal skills.
- Bachelor's degree from an accredited institution of higher education.

PREFERRED QUALIFICATIONS:

- Familiarity with and affinity for The Citadel and its mission.
- Familiarity with Raiser's Edge Fundraising Software.

LAST MODIFIED: May 12, 2008
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CLASSIFICATION: Exempt