



Position Title: Donor and Alumni Stewardship Coordinator
Reports To: Chief Development Officer
Department: Fund Development
Status: Full-Time
Location: Buffalo, Jamestown, or Rochester-based

Position Summary:

As an integral part of the council's fundraising team, the Donor and Alumni Stewardship Coordinator works to foster lasting relationships between the council and its donors and alumni, promoting positive attitudes toward giving among current and prospective annual, major and planned gift donors.

The position is responsible for implementing and coordinating a council-wide donor and alumni stewardship program that appropriately and consistently promotes interaction with and recognition of supporters at all levels.

In addition, the position will sustain positive and mutually-rewarding relations between the council and its donors and alumni; partner with Chief Development Officer to determine the best strategies for effective stewardship of donors; maintain ongoing and active networking with internal and external constituencies; manage recognition events and coordinate various activities for donor and alumni constituent groups.

Key Responsibilities

- Implement annual Fund Development stewardship strategy for donor and alumni cultivation and retention. Work with the Fund Development Team to identify opportunities to grow fundraising support from individual and select corporate donors. Promote a Culture of Philanthropy to internal and external constituents.
- Implement and expand the Fund Development Department's annual stewardship plan and calendar; primary components of the Donor Stewardship Plan include:

Gift Acknowledgement

- Collaborate with Development Coordinator to review and modify, as necessary, the acknowledgement process to ensure donors are thanked in a personal, timely, and meaningful way.
- Review acknowledgment letters annually to craft and customize appropriate letters for various gift types; compose complementary thank you letters for each direct mail campaign throughout the year.

Donor Stewardship

- Create and implement strategies to educate, engage, inspire and thank donors for their generosity; contribute to regular brainstorming on innovative, unique and personalized stewardship communications and experiences including donor and alumnae-centered content for quarterly newsletter, annual report, website and social media.
- Coordinate opportunities to communicate impact to donors and alumnae, including assisting CDO with creation and execution of moves management plans for select major donors.
- Leverage existing council events for donors and alumnae to participate in (i.e. STEM-a-palooza; Gold Award Ceremony; Camp Open Houses; council-sponsored programs)

Donor Recognition

- Work closely with Fund Development Team to provide appropriate donor recognition through publications, and general donor publicity.
- Lead efforts to plan and implement small recognition and cultivation events (i.e. special anniversary celebrations; alumnae events and reunions; special dedications and ceremonies, board and leadership events). Event management shall include collaboratively developing event concepts and program; managing logistical arrangements to enhance program success; collaborating with the Fund Development and MarComm Teams to prepare and manage guest lists, invitations, and arrangements for featured guests and speakers.
- Strategically identify and cultivate opportunities to engage new and existing volunteer-led alumnae groups to establish a robust GSWNY Alumni Association; collaborate with CDO to serve as staff support to alumnae groups.
- Leverage existing GSUSA resources and best practices to establish and grow a Juliette Gordon Low Planned Giving Society at the council-level.
- Serve as an active and engaged member of the Fund Development Team.

Experience & Qualifications:

- A combination of education and experience equivalent to a Bachelor's degree plus three years of fund development, donor and alumni relations, volunteer management, relationship development, project management, event planning or related experience.
- Strong communication, organizational and time management skills focused on planning, implementation and collaboration. Must be able to communicate clearly and accurately in written and oral communications. Excellent writing skills are essential.
- A keen understanding of the importance of building life-long relationships between the council and its donors and alumnae. Must be able to successfully manage multiple tasks simultaneously, meet deadlines and pay attention to details and accuracy.
- Necessary project management skills include formulating short- and long-term project goals, objectives, schedules, and priorities in line with council goals; anticipate issues, obstacles, or opportunities that may impact plans or actions; establish courses of action for accomplishing goals while attending to and incorporating information obtained during day-to-day administrative tasks.
- Professional appearance and demeanor required. Must be a self-starter and must be able to take initiative to be successful in this position. Must possess strong interpersonal skills and have the ability to work well with diverse constituencies.
- Technical computer skills in Microsoft Office including Word, Excel, and Outlook; working knowledge of Blackbaud's Raiser's Edge preferred.

Hours & Travel:

- Hours of council operations; includes some evenings and weekends for council programs and events. Travel throughout council jurisdiction.