
Auburn University Job Description

Job Title: **Dir, Donor Experience**

Job Family: No Family

Job Code: **OA48**

Grade UA09 \$64,700 - \$116,500

FLSA status: Exempt

Job Summary

Reporting to the VP for Philanthropy, the Director of Donor Experience provides concierge-like service and planning to create highly personal donor-focused experiences. Utilizing creativity and innovation, this position builds donor loyalty and enhances donor relationships to support Auburn Advancement's vision of leading and shaping the future of advancement. Facilitates strategic, targeted, and customized engagement experiences for Auburn benefactors and prospective donors. Partnering across Auburn Advancement and Auburn University, collaboratively conceives, plans and implements tailored events and personal experiences to guide, inspire and steward philanthropic investment with a focus on delivering a best-in-class donor experience.

Essential Functions

1. Facilitates planning and production of customized benefactor experiences, events, and engagements utilizing all mediums and varied resources.
2. Creates remarkable donor experiences to inspire philanthropic investment, illustrates donor impact, and expresses institutional appreciation. Partners with the President's office, Dean's offices, various Development Officers, and Advancement offices to create donor experiences.
3. Serves as a strategic partner and advocate for fundraisers and benefactors.
4. Partners closely with Advancement Events and Engagement to execute donor events and programs.
5. Serves as a liaison to Principal Gifts Workgroup (PGW) and Advancement leadership for the production, visioning and implementation of benefactor engagements.
6. Utilizes emerging tools, technologies, and partners to deliver industry leading stewardship and donor success.
7. Investigates donor relationships, priorities, and gift history to guide and advise teams on custom engagement experiences and plans to include communicating with Development Officers to identify potential relationships at Auburn.
8. The nature of this role is highly externally focused, requiring frequent travel and meetings on and off campus during regular and non-traditional business hours, and is therefore expected to operate with high-levels of autonomy.

Supervisory Responsibility

Full supervisory responsibility for other employees is a major responsibility and includes training, evaluating, and making or recommending pay, promotion or other employment decisions.

The above essential functions are representative of major duties of positions in this job classification. Specific duties and responsibilities may vary based upon departmental needs. Other duties may be assigned similar to the above consistent with the knowledge, skills and abilities required for the job. Not all of the duties may be assigned to a position.

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Minimum Required Education and Experience

	<u>Minimum</u>	<u>Focus of Education/Experience</u>
Education	Four-year college degree	No specific discipline.
Experience (yrs.)	5	Experience in donor stewardship, donor relations, event management and/or alumni engagement. Must have 2 years of experience supervising, mentoring, or leading employees.

Substitutions allowed for Education:

Indicated education is required; no substitutions allowed.

Substitutions allowed for Experience:

Indicated experience is required; no substitutions allowed.

Minimum Required Knowledge

Knowledge of donor relations or event operations. Ability to communicate effectively, maintain complex scheduling and calendars, strong interpersonal and organizational skills. Knowledge of higher education policies and procedures. Strong knowledge of advancement (fundraising process and alumni engagement), major and annual giving, and development procedures. Ability to maintain effective interpersonal relationships. Ability to communicate effectively in both oral and written form.

Certification or Licensure Requirements

None required.

Physical Requirements/ADA

No unusual physical requirements. Requires no heavy lifting, and nearly all work is performed in a comfortable indoor facility.

Externally imposed deadlines; set and revised beyond one's control; interruptions influence priorities; difficult to anticipate nature or volume of work with certainty beyond a few days; meeting of deadlines and coordination of unrelated activities are key to position; may involve conflict-resolution or similar interactions involving emotional issues or stress on a regular basis.

Job frequently requires walking, sitting, talking, hearing, .

Job occasionally requires standing, reaching, and lifting up to 10 pounds.

Vision requirements: Ability to see information in print and/or electronically.

Date: 5/24/2022
