AUBURN
Human Resources

Dir, Donor Experience

Job Description

JOB INFORMATION

Job Code	OA48
Job Description Title	Dir, Donor Experience
Pay Grade	UA09
Range Minimum	$72,570
33rd %	$91,920
Range Midpoint	$101,600
67th %	$111,270
Range Maximum	$130,620
Exemption Status	Exempt
Approved Date:	1/1/1900 12:00:00 AM
Legacy Date Last Edited	5/24/2022

JOB FAMILY AND FUNCTION

Job Family:	University Advancement
Job Function:	Donor Relations

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 concepts, 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.

RESPONSIBILITIES

- Facilitates planning and production of customized benefactor experiences, events, and engagements utilizing all mediums and varied resources.
- 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.
- Serves as a strategic partner and advocate for fundraisers and benefactors.
- Partners closely with Advancement Events and Engagement to execute donor events and programs.
- Serves as a liaison to Principal Gifts Workgroup (PGW) and Advancement leadership for the production, visioning and implementation of benefactor engagements.
- Utilizes emerging tools, technologies, and partners to deliver industry leading stewardship and donor success.
- 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.
- 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.

The responsibilities listed above show the typical duties for jobs in this classification. Actual tasks may differ depending on the department's needs. Other similar duties may be assigned with discretion of the supervisor. Not every duty will apply to every position, and the amount of time spent on each task can change based on department needs.

SUPERVISORY RESPONSIBILITIES

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.

MINIMUM QUALIFICATIONS

To be eligible, an individual must meet all minimum requirements which are representative of the knowledge, skills, and abilities typically expected to be successful in the role. For education and experience, minimum requirements are listed on the top row below. If substitutions are available, they will be listed on subsequent rows and may only to be utilized when the candidate does not meet the minimum requirements.

MINIMUM EDUCATION & EXPERIENCE

Education Level	Focus of Education		Years of Experience	Focus of Experience	
Bachelor's Degree	No specific discipline.	and	5 years of	Experience in donor stewardship, donor relations, event management and/or alumni engagement. Must have 2 years of experience supervising, mentoring, or leading employees.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

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.	

MINIMUM LICENSES & CERTIFICATIONS

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Desired	
None Required.				

PHYSICAL DEMANDS & WORKING CONDITIONS

Physical Demands Category:	Other

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Standing			X			
Walking				X		
Sitting					X	
Lifting	X					
Climbing		X				
Stooping/ Kneeling/ Crouching		X				
Reaching			X			
Talking					X	
Hearing					X	
Repetitive Motions		X				

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Eye/Hand/Foot Coordination		X				

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
Extreme cold		X			
Extreme heat		X			
Humidity		X			
Wet		X			
Noise		X			
Hazards		X			
Temperature Change		X			
Atmospheric Conditions		X			
Vibration		X			

Vision Requirements:

Ability to see information in print and/or electronically.