



Donor Services Director, University Advancement Job Description

JOB INFORMATION

<i>Job Code:</i>	129318
<i>Job Title:</i>	Donor Services Director, University Advancement
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	Supervises employees and/or student workers.
<i>Job Family:</i>	Development
<i>Job Family Group:</i>	Development and Fundraising
<i>Management Level:</i>	4 Administrator

JOB SUMMARY

Serves as a key contact for University Advancement for inquiries from trustees, and donors and University VIPs regarding admissions, financial aid, housing and/or other matters. Directly oversees special projects in relation to highly specialized public relations and development cultivation activities. Reports to the Senior Vice President, University Advancement.

JOB QUALIFICATIONS:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>
X		Bachelor's degree	
	X	Master's degree	

Additional Education

Check here if experience may substitute for some of the above education.

Combined experience/education as substitute for minimum education

Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>
X		5 years	
	X	7 years	

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Experience in supervising administrative operations of a department.

Other Job Factors

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Serves as a key contact to assist trustees, donors, University VIPs and senior officers in the areas of admissions, financial aid, and housing. Responds to inquiries and requests for information requiring knowledge of University policies and procedures. Researches problems, takes necessary steps to address issues and brings to resolution.				
Liaises with vice presidents, deans, and directors in, Admissions, Financial Aid, Housing, Student Financial Services, Student Affairs and individual school's admissions offices in order to facilitate requests for assistance on behalf of trustees and/or donors.				
Oversees special service efforts in order to meet needs, objectives and policies of the Office of the Senior Vice President for University Advancement. Identifies special needs of high profile donors.				
Supervises all assigned subordinate staff. Recruits, screens, hires, orients and trains staff. Evaluates employee performance and provides guidance and feedback to assigned staff. Counsels, disciplines and/or terminates employees, as required.				
Develops and controls budget for home and away game tickets and away game travel expenses. Provides financial status reports as requested.				
Develops policies and procedures for special services for donors. Interprets policies and procedures for donors.				
Oversees special projects in relation to highly specialized public relations and development cultivation activities. Makes recommendations for changes in the business operations related to donor services.				
Directs and coordinates processing of special requests for President's attendance at development-related events .				
Manages the assignment, distribution and sale of football tickets for the Official Party and Trustee and VIP requests. Administers the deposit of ticket income and payment of football expenses to all vendors.				
Represents the Senior Vice President at special events, meetings and gatherings, as requested. Reviews and analyzes events, makes recommendations as appropriate and supervises follow-through as needed.				
Develops and maintains a network of contacts, both internal and external, to facilitate donor services.				
Develops and implements security related procedures such as office opening and closing routines, recognition of duress signals and key controls. Coordinates security activities with University Public Safety Department. Promotes and maintains standards for security conscious awareness and behavior. Maintains knowledge of University's crime prevention and suppression programs and services. Ensures dissemination of security related information to staff.				

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: https://policy.usc.edu/mandated-reporters/
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: https://dps.usc.edu/alerts/clery/			No

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.