



University Advancement, 900 University Avenue, 1156 Hinderaker Hall, Riverside, CA 92521

General Information

Job Description	Alumni External Relations Specialist 4	Working Title	Director of Alumni Volunteer Engagement, Business, Engineering, Sciences, and Medicine
Job Code	006300	Grade	22
Department Name	Alumni Engagement - D01187	Department Head	Jorge Ancona
Supervisor	Kristin Seiler	Effective Date	

Generic Scope

Technical leader with a high degree of knowledge in the overall field and recognized expertise in specific areas; problem-solving frequently requires analysis of unique issues/problems without precedent and/or structure. May manage programs that include formulating strategies and administering policies, processes, and resources; functions with a high degree of autonomy.

Custom Scope

Uses advanced concepts and university objectives to resolve highly complex issues. Plans, develops and implements strategies for specific programs, events, activities, policies, alumni and constituency groups, et cetera that are typically complex or large and may include controversial and/or politically sensitive issues or content.

Department Custom Scope

Reporting to the assistant executive director of constituent engagement, the director of alumni volunteer engagement will serve as liaison for the following colleges and departments: School of Business, Bourns College of Engineering, College of Natural and Agricultural Sciences, and the School of Medicine. The director will develop and execute long-term and short-term strategies to engage alumni through volunteer activities and recognition programs. Incumbent will assist with university-wide events such as Convocation, Alumni Awards of Distinction, Homecoming, Highlander Week of Service, Commencement, and some regional events. Other duties include collaboration with colleagues on large scale event engagement opportunities, working closely with

university Development and Annual Giving to identify and steward donors and prospects, and identify prospective alumni for peer-to-peer ambassador opportunities. The budgeted amount for this position is up to \$75,000.

Education & Experience Requirements

Education Requirements

Degree	Requirement
Bachelor's degree in related area and/or equivalent experience/training.	Required

Experience Requirements

Experience	Requirement
6 - 10 years of related experience.	Required

Key Responsibilities

Description	% Time
<p>Using institutional knowledge and awareness of alumni and other key constituency perception, designs, develops and implements short and long-term strategic plans, programs, events, and activities.</p> <ul style="list-style-type: none">Develop strategy for alumni participation through volunteer and engagement opportunities. Attend department communication meetings to identify opportunities for collaboration. Identify successful college-based engagement programs that may be replicated in other units. Solicit volunteers for career-focused programs: including career conferences, mentorship programs, Dinners with Alumni, college-based events, college-based advisory committees, and other alumni engagement opportunities including regionally based scholarship volunteers. Identify prospects for advisory council participants and candidates for Alumni Association Board of Directors and UCRAA committees. Attend donor/prospect meetings to discuss engagement and volunteer opportunities when appropriate. Partner with Annual Giving for peer-to-peer ambassador opportunities. Help to identify prospects through outreach.	50

Description	% Time
<p>May oversee all aspects of complex external relations programs, projects and events, including coordinating special programs and overseeing production of audio/visual or written and visual materials.</p> <ul style="list-style-type: none"> Identify recognition opportunities, including UCR Alumni Association Awards of Distinction and Volunteer of the Year. Serve on Alumni Association Awards of Distinction committee and coordinate college outreach for nominations. 	20
<p>Plans and implements large-scale alumni events, including oversight of volunteers and recruits.</p> <ul style="list-style-type: none"> Identify recognition opportunities, including UCR Alumni Association Awards of Distinction and Volunteer of the Year. Serve on Alumni Association Awards of Distinction committee and coordinate college outreach for nominations. 	10
<p>Responds to alumni and other external constituent inquiries.</p> <ul style="list-style-type: none"> Identify recognition opportunities, including UCR Alumni Association Awards of Distinction and Volunteer of the Year. Serve on Alumni Association Awards of Distinction committee and coordinate college outreach for nominations. 	10
<p>May mentor less experienced staff members.</p> <ul style="list-style-type: none"> Guide Alumni Programs Coordinator's administrative work to meet program needs. Enlist and involve volunteers as needed to augment and support UCRAA programs. Create and communicate background material about the program to volunteers. Draft remarks for administrators and volunteers based upon goals and objectives of the program. Please note this is not a supervisory position. 	5
<p>Analyzes, summarizes and/or reviews data, reporting findings, interpreting results and/or making recommendations.</p> <ul style="list-style-type: none"> Identify prospective donors through outreach opportunities and through use of qualification through the database. Code and track volunteers in database. Compose and enter contact reports into database. 	5

Knowledge, Skills & Abilities

Knowledge/Skill/Ability	Requirement
Active listening skills, including advanced critical thinking and analytical skills.	Required
Advanced knowledge of issues of concern in higher education.	Required

Knowledge/Skill/Ability	Requirement
Advanced knowledge of practices and procedures associated with building and maintaining effective working relationships with all levels of alumni, internal and external constituencies.	Required
Advanced knowledge of assigned area of responsibility, for example, the campus scientific community.	Required
Skill to recognize potential areas of constituency concern and address, resolve and/or mitigate problems or issues.	Required
Advanced written, verbal, and interpersonal communication skills, including skill to produce information that is appropriately presented and effectively received by target constituencies.	Required
Advanced project management skills, including skills to plan and implement successful events.	Required
Advanced knowledge of the campus, its vision, mission, goals, objectives, achievements, issues of concern and infrastructure.	Preferred

Level of Supervision Received

General Direction

Environment

Working Environment

Campus

Other Requirements

Items Used

- Standard Office Equipment

Physical Requirements

- **Climb** : N/A
- **Crawl** : N/A
- **Walk** : Occasionally
- **Bend** : Occasionally
- **Stand** : Frequently
- **Squat** : N/A
- **Sit** : Constantly

Mental Requirements

- **Communicate Orally** : Frequently
- **Read/Comprehend** : Constantly
- **Perform Calculations** : Occasionally
- **Write** : Constantly
- **Reason & Analyze** : Constantly

Environmental Requirements

- **Is around moving machinery** : No
- **Works in confined quarters** : No
- **Fumes** : No
- **Dust** : No
- **Is exposed to excessive noise** : No

- **Drives motorized equipment :** No
- **Is exposed to marked changes in temperature and/or humidity :** No

Critical Position

Is Critical Position: Yes

