



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

## General Information

<b>Job Description</b>	Alumni External Relations Specialist 4	<b>Working Title</b>	Director of Alumni Volunteer Engagement, Chapters, Networks, and Affiliates
<b>Job Code</b>	006300	<b>Grade</b>	22
<b>Department Name</b>	Alumni Engagement - D01187	<b>Department Head</b>	Jorge Ancona
<b>Supervisor</b>	Kristin Seiler	<b>Effective Date</b>	

## 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, chapters, networks & affinities will implement and manage programming designed to increase awareness of and engagement with the UC Riverside Alumni Association and the University of California, Riverside. Responsibilities include designing, implementing and managing an alumni program that enhances alumni engagement with the university and serving as the staff liaison to the Alumni Association's Clubs and Chapters. The director will oversee chapter activities and provide policy analysis and interpretation, consultative services, and recommendations for program improvements to alumni chapters. Other responsibilities include participating on committees and budget and financial administration. Incumbent will assist with university-wide events such as Convocation, Alumni Awards of Distinction, Homecoming, Highlander Week of Service,

Commencement, and some regional events. The Director will work closely with administrative staff and serve as the staff liaison for the UCR Alumni Association Alumni Engagement Committee. Other duties include collaborating with colleagues on large scale event engagement opportunities, working closely with university Development and Annual Giving to identify and steward donors and prospects, and identifying 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"> <li>Serves as the primary staff liaison to assigned chapter leaders. Recruits and cultivates alumni volunteer leaders for a variety of leadership opportunities including serving on chapter boards, advisory committees, and various Alumni Association committees. Identifies candidates for the Alumni Association Board of Directors. Stewards and trains assigned alumni chapters, allowing them to grow and diversify their activities. Independently manages and develops chapter management policies and by-laws to align with campus and Alumni Association goals and objectives. Attend donor/prospect meetings to discuss engagement and volunteer opportunities when appropriate. Partner with Annual</li> </ul>	40

Description	% Time
Giving for peer-to-peer ambassador opportunities such as day of giving or chapter philanthropic initiatives. Staffs the UCR Engagement Committee.	
<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"> <li>Organizes chapter events including social events, community service opportunities, and philanthropic events such as the Chicano Latino Alumni Dinner and the Black Alumni Gala. Partners closely with Director of Programming and Career Development on chapter career building events. Plans and executes Highlander Welcomes for UCR's newest alumni. Leads or assists in coordination of regional events to engage alumni. Works with chapters to plan and execute Highlander Day of Service events. Promotes chapter participation in events such as Homecoming and the Alumni Award of Distinction.</li> </ul>	30
<p>Plans and implements large-scale alumni events, including oversight of volunteers and recruits.</p> <ul style="list-style-type: none"> <li>Oversee chapter and volunteer recognition program. Identify leaders for recognition opportunities including UCR Alumni Association Awards of Distinction and Volunteer of the Year. Coordinate logistics for UCR Advocacy Day.</li> </ul>	10
<p>Responds to alumni and other external constituent inquiries.</p> <ul style="list-style-type: none"> <li>Respond to inquiries from various constituencies regarding volunteer opportunities. Respond to alumni customer service requests including, but not limited to: questions regarding programs, events and services.</li> </ul>	10
<p>May mentor less experienced staff members.</p> <ul style="list-style-type: none"> <li>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.</li> </ul>	5
<p>Analyzes, summarizes and/or reviews data, reporting findings, interpreting results and/or making recommendations.</p> <ul style="list-style-type: none"> <li>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.</li> </ul>	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
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** : Frequently
- **Bend** : Occasionally
- **Stand** : Frequently
- **Squat** : N/A
- **Sit** : Constantly

### Mental Requirements

- **Communicate Orally** : Frequently
- **Read/Comprehend** : Constantly
- **Perform Calculations** : Frequently
- **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

