



## **Director of Stewardship and Online Communications**

The South Dakota Mines Center for Alumni Relations and Advancement (CARA) is seeking a Director of Stewardship to reinforce the growth of engagement and philanthropic giving from alumni and friends. With the goal of elevating the experience for alumni and donors, these initiatives include personalized communications, digital and online communication, and custom stewardship opportunities.

### **Key Responsibilities:**

#### **Coordinate monthly and annual gift acknowledgements**

- Oversee all written and online donor thank you messages and update messaging at least quarterly; demonstrating the impact of gifts.
- Strategize monthly giving list with CEO and implement stewardship process.

#### **Assist in coordinating personalized stewardship**

- Develop a turn-key program for development team to cultivate relationships with donors in their portfolio including birthday cards, giving anniversaries and other key recognition and touchpoints.
- Manage stewardship programs for annual and lifetime giving levels, coordinating with other staff involved.
- Regularly collaborate with development team to continue to improve donor experience.
- Coordinate with Finance Team on annual endowment reports.
- Oversee and utilize ThankView program to engage and steward donors.

#### **Coordinate scholarship thank you process**

- Ensure quality, accurate student thank you letters are sent to donors in a timely manner and in coordination with Financial Aid office.
- Maintain accurate scholarship database in coordination with the university.
- Follow up with students and donors in a timely manner.

#### **Coordinate Communication with Alumni and Friends**

- Coordinate the alumni newsletter, including an overall strategy, messaging and timing and coordinating with University Relations and the Hardrock Club (athletic support).
- Serve as the key team member managing the organization's website including timely updates, new stories, and ensuring content is updated on a regular basis.
- Produce content, including strategy, for all the organization's e-communication, including event reminders, and social media platforms including LinkedIn, Facebook, Twitter and Instagram.

- Oversee data analytics regarding online communication, evaluate effectiveness, and make recommendations.
- Oversee the production of the printed annual donor report, *The Arch*.

### **Qualifications**

- Excellent communication skills (oral and written), and customer service skills.
- Ability to correspond and interact professionally with the board of directors, University staff, alumni, students and other constituents.
- Computer skills must include high competence in Microsoft Office software, social media, and database manipulation.
- Strong organizational skills with attention to detail.

### **Additional Requirements**

This position requires a bachelor's degree, experience working in a university setting and/or nonprofit is ideal. Experience with a content management system (CMS) for website management and social media is a plus.

**To apply send cover letter and resume to: Janice Horner at [Janice.Horner@sdsmt.edu](mailto:Janice.Horner@sdsmt.edu).** Position will be open until filled, but resumes will be reviewed immediately. No in person inquiries or phone calls, please.

### **About the South Dakota Mines Center for Alumni Relations and Advancement**

#### **Mission:**

We promote the traditions, interests, influence and reputation of South Dakota Mines among alumni and friends through meaningful engagement and by inspiring and stewarding philanthropy.

#### **Vision:**

We will be a global network of alumni and friends who advance the prominence of South Dakota Mines.

#### **Values:**

- **Collaboration:** We work toward common goals with each other, the University, and stakeholders.
- **Tradition:** We celebrate the traditions and legacies that connect us as a South Dakota Mines family.
- **Excellence:** We are committed to the highest quality in all we do.
- **Diversity and Inclusion:** We value the diversity of unique backgrounds, experience, perspectives, and talents within our community and among our alumni and friends.
- **Stewardship:** We operate with integrity and transparency as excellent stewards of the resources entrusted to us.

*CARA does not discriminate on the basis of sex, race, color, creed, national origin, ancestry, citizenship, gender identification, transgender, sexual orientation, religion, age, disability, genetic information or veteran status in employment or the provision of service.*