Generic Position Overview

**Family:** Institutional Development

**Cluster:** ID8

Note: Employees of Queen's University work in a challenging and diverse environment. Queen's is committed to encouraging the development of new skills and attributes in its workforce. It is critical that staff are able to adapt to a changing work environment and to acquire new skills as these become necessary.

Depending upon the size of the department or unit and its functional activities, incumbents who fall into this category may perform all of the duties listed below or, in the case of large departments or units, may be assigned to designated specialized functions.

**Generic Position Summary:** As part of a team, the incumbent performs a variety of duties related to institutional development. In consultation with others, develop a plan of goals and strategies to maximize financial support for the unit/department. Serve as liaison between various groups and individuals. Collaborate with other staff in order to implement projects designed to solicit support and to enhance the fundraising strength of the unit. Develop and refine objectives, and discuss strategies for meeting goals and solving complex problems. Identify, evaluate, cultivate, and solicit appropriate prospective donors. Establish and maintain written, telephone, and personal contact. Ensure recognition for donations and planned gifts. Recruit and train volunteers as necessary. Organize, promote, and implement special events and encourage support and participation from the campus and community. Produce status reports and maximize information sharing and communication to coordinate efforts with other staff. Perform administrative duties as required, including financial duties and customer service.

**Primary Duties And Responsibilities:** In consultation with others, develop a plan of goals and strategies which serve to maximize funding and coincide with the goals and priorities of the unit/department. Serve as the primary liaison between various groups and individuals in order to increase overall support. Collaborate with other staff in order to implement projects designed to solicit support for the unit/department and enhance the fundraising strength of the unit. Employ most cost-effective measures to maximize fund development support.

Develop and refine objectives in conjunction with other staff and supervisors. Discuss strategies for meeting goals and solving complex problems. Provide input into policies and procedures.

Identify, evaluate, cultivate, and solicit appropriate prospective donors. Establish and maintain contact with donors, through written communication,
telephone, and personal meetings if possible. Inform potential benefactors about advantages of giving to Queen's and prepare individual proposals. Ensure recognition and stewardship for planned gifts.

Identify, recruit, train, motivate, and manage volunteers, especially during high-level campaigning periods.

Assume responsibility for event organization, promotion, registration, negotiation, and implementation. Work with campus, community, and corporate partners to encourage support and participation in special events.

Develop programs which utilize alumni and other contacts to provide services to Queen's and its students, including recruitment and education/enrichment programs.

Provide status reports and monitor progress toward goals. Communicate regularly with staff and other departments to coordinate the solicitation and cultivation of donors. Maximize information sharing among key information holders.

Perform administrative duties as required, including correspondence initiation and financial duties such as budgeting or bookkeeping. Develop client service measures and maintain high levels of client satisfaction.

Undertake other duties as required in support of the unit or department.

**Required Background:** University degree with several years of proven, related job experience. Experience in fundraising may be necessary, and experience in other relevant areas, such as project management or business administration, may be considered an asset. Knowledge and understanding of Queen's culture and organization will be considered an asset. Incumbent must possess excellent organization and communication skills, with a proven ability to work effectively with a variety of individuals in many different contexts. Consideration will be given to an equivalent combination of education and experience.

**Special Skills:** Typical skills that may be required in the performance of job duties include:

Ability to communicate effectively (verbally and written) in a concise and creative manner. Interpersonal skills in order to interact with and persuade a variety of individuals at many different levels. Ability to maintain confidentiality.

Ability to organize, motivate, and work constructively with staff, students, and volunteers. Ability to facilitate groups of people to work towards a common goal.

Sound knowledge of relevant computer programs, including word processing, spreadsheet, and database applications.
Ability to fulfill the needs of the assigned unit while working as a team with other staff in the department.

Ability to organize and provide analysis of large amounts of data. Ability to design and implement effective processes to ensure data integrity.

Ability to set and measure progress against goals and objectives.

Marketing skills and understanding of demographics.

May require ability and willingness to travel extensively or work non-traditional hours.

**Decision Making:** Examples of the types of decisions regularly made on the job:

Determine which new programs or projects may be implemented in order to maximize support for the unit/department or the University. Decide how to improve or modify existing programs in order to make them more successful and efficient. Determine what systems/measures can be put into place to increase current financial support.

Recommend most effective targeting strategy and communication methods in order to contact various groups for cultivation and solicitation.

Determine when it is necessary to call on other staff members or volunteers to take advantage of their expertise and to share information and resources.

Determine when it is appropriate to involve senior supervisors and administrators in fund-raising initiatives.

Determine the most effective means to meet the diverse reporting needs of various customers.

Determine how to utilize alumni branches in order to meet the University's, or a particular unit/department's, needs.

Decide how best to organize available time and resources to maximize efficiency. Determine what work to delegate to junior staff or volunteers.

Determine how to deal with complaints and how to resolve disputes. Answer questions and respond to concerns in a timely and diplomatic manner.

**Supervisory Responsibilities:** May be supervisory duties in some positions. Supervisory duties may include delegation, hiring/firing, disciplining, and conducting performance appraisals.

_Last update: December, 1999_