PROGRAM COORDINATOR – ALUMNI & PARENT RELATIONS AND ANNUAL GIVING
OFFICE OF INSTITUTIONAL ADVANCEMENT
FULL-TIME 12 MONTHS
HIRING RANGE: $15.39 TO $16.30 PER HOUR

FUNCTION:
Reporting to the Director of Alumni & Parent Relations and Annual Giving provides administrative support services; electronic communications and database support; special events support services; and student employee supervision.

RESPONSIBILITIES AND RELATED DUTIES:
1. Provide administrative/receptionist support services:
   a. Process all incoming and outgoing mail.
   b. Answer phones, direct calls, take messages, answer inquiries, schedule appointments and make travel arrangements for PRAGA staff, visiting alumni and faculty when needed.
   c. Manage online presence and information updates for PRAGA.
   d. Set up travel-related appointments with alumni, parents and donors for staff as directed.
   e. Hospitably meet, greet Hardwick House visitors, provide house tours during regular business hours.
   f. Provide campus tours as needed.
   g. Submit invoices for payments including travel expenses report and process purchasing card logs for director and assistant directors.
   h. Prepare reports, correspondence, gather and analyze data for projects.
   i. Maintain the appearance of the reception area and kitchen.
   j. Process custodial and maintenance work orders.
   k. Independently order and maintain inventory of general office and equipment supplies.
   l. Serve as primary contact and training coordinator of scanner and copier/printer.
   m. Create and maintain organized paper and electronic files.
   n. Provide proofreading services.
   o. Process alumni card requests.
   p. Independently manage alumni@ and parents@ email box and online community.
   q. Independently manage Whitworth broadcast email system.
   r. Support staff while they are on the road.
   s. Liaise with and support alumni and parent volunteers engaged in a variety of activities, e.g., regional chapters, career mentorship, etc.

2. Manage university-wide broadcast email system
   a. Manage SharePoint email calendar and email request forms, process all request forms.
   b. Build all emails leaving the university, maintain university branding standards.
   c. Coordinate email list pulls, uploads with ASC, monitor, coordinate which constituents receive emails
   d. Design new email layouts, troubleshoot current layout and email design issues.
   e. Lead broadcast email training for university employees, keep process notes and handouts up to date.
   f. Manage email reporting for IA and individual departments and senders.

3. Provide administrative support services for Institutional Advancement special events and programs including Homecoming, Family Weekend, President’s Club, Alumni Awards, Regional Events, Senior Events, Giving Day and scholarship programs:
   a. Prepare correspondence and mailings including invitations, reports, notification letters, etc.
   b. Occasionally provide event support outside of usual business hours.
4. Manage Exam Survival Kit and Commencement DVD Programs
   a. Build and troubleshoot new commerce forms in iModules, provide technical assistance regarding forms, work with Advancement Events to make deposits and track orders/revenue.
   b. Manage communications with parents, students and staff regarding orders.
   c. Manage all ordering from third party vendors and coordinate all deliveries and pick up procedures with facilities, vendors, PRAGA staff, and Sodexo.

5. Provide database support services
   a. Forward updated data for records including alumni, parents, churches, and businesses, etc.
   b. Input call reports, reminders and constituent tracks for director and assistant directors in the office.
   c. Assist in providing training to all staff in database applications.
   d. Maintain monthly budget tracking for director, assistant directors. Reconcile and correct if necessary.
   e. Print receipt letters for PRAGA staff.
   f. Pull lists from Informer.
   g. Manage list requests for PRAGA.
   h. Assign major contact person to donors based on established criteria.

6. Primary supervisor for two-four student employees per semester:
   a. Conduct student hiring process
   b. Manage student employee schedules, workloads and assignments
   c. Provide ongoing training, feedback and evaluation

7. Other duties as assigned

QUALIFICATIONS, SKILLS AND ABILITIES:
- High School diploma or GED required; some university level employment desirable
- Five years of applicable work experience or equivalent combination of education and experience.
- High level of proficiency with Microsoft Office Suite, Internet browsers, and search engines
- Experience with databases a plus.
- Successful service in a highly confidential service-oriented work environment.
- Demonstrated strong oral and written communication skills, including strong interpersonal skills and an excellent grasp of grammar and punctuation.
- Excellent organizational, analytical skills.
- Interest in and ability to learn new tasks.
- Demonstrated ability to establish and maintain positive working relationships with faculty, staff, students and the public.
- A personal commitment to the Christian faith.
- Demonstrated awareness and commitment to effectively establishing relationships and positive communications across multiple dimensions of diversity including, but not limited to race, gender, physical limitations, class or religious perspectives.
- An active commitment to equal opportunity for all persons.
- A commitment to the educational mission of Whitworth as a Christian liberal-arts university affiliated with the Presbyterian church.
- Background check required.

APPLICATION PROCESS:
The following documents are required to complete the online application form:
1) A letter of interest that relates your education and experience to the qualifications of the position and includes a note confirming your interest in this position at our posted hiring range.
2) Résumé
3) The names, addresses, telephone numbers and email addresses of three academic/professional references.
4) A one-page document describing your personal commitment to the Christian faith.

Whitworth complies with all federal, state, and local nondiscrimination laws that are applicable to religious nonprofit institutions and does not engage in unlawful discrimination on the basis of race, color, national origin, age, sex, or disability. With our commitment to building a diverse community, the university
encourages applications from populations underrepresented at Whitworth including members of racial/ethnic communities, women, and persons with disabilities.