UNIVERSITY OF SOUTHERN CALIFORNIA
Donor Services Director, Univ Advancement
Job Code: 129318

Grade: K
OT Eligible: No
Comp Approval: 10/13/2006

**JOB SUMMARY:**
Serves as a key contact for University Advancement for inquiries from trustees, and donors and University VIPs regarding admissions, financial aid, housing and/or other matters. Directly oversees special projects in relation to highly specialized public relations and development cultivation activities. Reports to the Senior Vice President, University Advancement.

**JOB ACCOUNTABILITIES:**

<table>
<thead>
<tr>
<th>*E/M/NA</th>
<th>% TIME</th>
<th>Details</th>
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<tbody>
<tr>
<td>______</td>
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<td>Serves as a key contact to assist trustees, donors, University VIPs and senior officers in the areas of admissions, financial aid, and housing. Responds to inquiries and requests for information requiring knowledge of University policies and procedures. Researches problems, takes necessary steps to address issues and brings to resolution.</td>
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<td>Liaises with vice presidents, deans, and directors in, Admissions, Financial Aid, Housing, Student Financial Services, Student Affairs and individual school's admissions offices in order to facilitate requests for assistance on behalf of trustees and/or donors.</td>
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<td>Oversees special service efforts in order to meet needs, objectives and policies of the Office of the Senior Vice President for University Advancement. Identifies special needs of high profile donors.</td>
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<td>Supervises all assigned subordinate staff. Recruits, screens, hires, orients and trains staff. Evaluates employee performance and provides guidance and feedback to assigned staff. Counsels, disciplines and/or terminates employees, as required.</td>
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<td>______</td>
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<td>Develops and controls budget for home and away game tickets and away game travel expenses. Provides financial status reports as requested.</td>
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<td>Develops policies and procedures for special services for donors. Interprets policies and procedures for donors.</td>
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<td>Oversees special projects in relation to highly specialized public relations and development cultivation activities. Makes recommendations for changes in the business operations related to donor services.</td>
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<td>Directs and coordinates processing of special requests for President's attendance at development-related events.</td>
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<td>Manages the assignment, distribution and sale of football tickets for the Official Party and Trustee and VIP requests. Administers the deposit of ticket income and payment of football expenses to all vendors.</td>
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<tr>
<td>______</td>
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<td>Represents the Senior Vice President at special events, meetings and gatherings, as requested. Reviews and analyzes events, makes recommendations as appropriate and supervises follow-through as needed.</td>
</tr>
</tbody>
</table>
Develops and maintains a network of contacts, both internal and external, to facilitate donor services.

**E** Develops and implements security related procedures such as office opening and closing routines, recognition of duress signals and key controls. Coordinates security activities with University Public Safety Department. Promotes and maintains standards for security conscious awareness and behavior. Maintains knowledge of University's crime prevention and suppression programs and services. Ensures dissemination of security related information to staff.

Performs other related duties as assigned or requested. The University reserves the right to add or change duties at any time.

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.*

**EMERGENCY RESPONSE/RECOVERY:**

<table>
<thead>
<tr>
<th>Essential</th>
<th>No</th>
<th>Yes</th>
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In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

**JOB QUALIFICATIONS:**

**Minimum Education:**
- Bachelor’s Degree
- Combined experience/education as substitute for minimum education

**Minimum Experience:**
- 5 Years
- Combined education/experience as substitute for minimum experience

**Minimum Field of Expertise:**
- Experience in supervising administrative operations of a department.

**Preferred Education:**
- Master’s Degree

**Preferred Experience:**
- 7 Years

**Skills:**
- Analysis
- Assessment/evaluation
- Budget control
- Budget development
- Communication -- written and oral skills
- Conflict resolution
- Counseling
- Interpretation of policies/analyses/trends/etc.
- Interviewing
Knowledge of applicable laws/policies/principles/etc.
Networking
Organization
Planning
Problem identification and resolution
Project management
Public relations
Research
Scheduling
Staff development
Supervisory Skills
Teaching/Training

Skills:  Machine:

Calculator
Computer Network (Department or School)
Computer Network (University)
Computer Peripheral Equipment
Fax
Personal Computer
Photocopier

Supervises:  Level:

Supervises employees and student workers

Supervises:  Nature of Work:

Administrative
Clerical/Secretarial

SIGNATURES:

Employee: _____________________________________  Date:_____________________________

Supervisor: ____________________________________  Date:_____________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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