

MAINE MARITIME ACADEMY

A College of Engineering, Management, Science, and Transportation

Development Stewardship Specialist

POSITION OVERVIEW

Under the direction of the Advancement Data Systems Coordinator and working closely with Development and Alumni Relations staff, this position is responsible for ensuring proper stewardship of Maine Maritime Academy donors. This includes developing stewardship procedures, acknowledging gifts accurately and punctually, providing donor support, documenting interactions, assisting with Development events, and overseeing stewardship of the Legacy Society and scholarship donation programs.

Verbal and written communication skills are required for both internal and external contacts. Computer skills are essential. This is a bargaining unit, non-exempt, full-time position.

DUTIES

- Regular attendance is required.
- Provide donor relations support to the Development team, including answering phone and email inquiries.
- Generate and send acknowledgement letters for gifts, and pledge reminders for donors with due payments.
- Draft copy for acknowledgment letters and emails.
- Explore new stewardship opportunities, including events, cards, gifts, plaques, and recognition clubs.
- Contact donors to resolve declined payments and other issues.
- Run accurate memorial and scholarship gift updates to send to family members.
- Assist with development event coordination and post-event stewardship.
- Perform word processing, spreadsheet development, and mail merges.
- Maintain up-to-date records and mailing lists for scholarship contacts and Legacy Society members.
- Create annual impact reports for scholarship contacts.
- Create annual tax statements for recurring, pay-roll, and other donors.
- Other duties as assigned.

This job description reflects the general duties of the job but is not a detailed description of all duties which may be inherent to the position. The Academy may assign reasonably related additional duties to individual employees consistent with policy and collective bargaining agreements.

SKILLS

- Strong interpersonal, verbal and written communications skill, including the ability to write clearly and concisely.
- Professional, positive, and approachable attitude.
- Customer service oriented.
- Ability to use discretion and diplomacy in dealing with donors, senior staff, Board members and colleagues.
- Ability to process sensitive information and maintain confidentiality.

- Meticulous attention to detail, including excellent proofreading.
- Excellent organizational skills, including ability to handle multiple tasks, meet deadlines, and prioritize assignments.
- Ability to demonstrate and encourage the values of collegiality, and respect among supervisors and peers.
- Ability to become familiar and knowledgeable about Academy infrastructure, policies, and procedures.
- Ability to work both independently and as a part of a team.
- Aptitude for internet research.
- Ability and willingness to learn Advancement Software.

QUALIFICATIONS

- Bachelor's degree preferred, but not required.
- Intermediate-to advanced knowledge of Microsoft Office Suite (Word, Excel and PowerPoint) and Adobe Acrobat preferred.
- High level of grammar, spelling, punctuation, and typing proficiency and accuracy required.
- Prior experience in customer service required.

SPECIAL CONDITIONS

This position requires a Criminal Background Check.

WORKING CONDITIONS

- Sitting/computer keyboard manipulation/computer screen
- Must be able to visually inspect work and generate own work on computer
- Close office setting
- The position will involve evening and weekend work

Maine Maritime Academy Position Factor Evaluation

Job Title: Stewardship Specialist - Advancement

Job Code:

Wage Grade: 14

Total Points: 364

	<u>Factor</u>	<u>Degree</u>	<u>Points</u>
1	Knowledge and Skill	5	180
2	Effort		
	I. Mental and Visual Effort	5	40
	II. Physical Effort	2	16
3	Responsibility for Cost Control	3	24
4	Responsibility for Others		
	I. Injury to Others	1	8
	II. Supervisory Responsibility	1	8
	III. Sensitive Information and Records	5	40
5	Working Conditions	2	16
6	Responsibility for External and Internal Relations	4	32

Date of last reclassification review

2023-04-05