

MAINE MARITIME ACADEMY

A College of Engineering, Management, Science, and Transportation

Database and Stewardship Specialist - Development

POSITION OVERVIEW

This position is responsible for ensuring proper stewardship of donors who support the interests of Maine Maritime Academy. This includes, but is not limited to, executing on 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.
- Responsible for day-to-day gift entry, acknowledgement, and receipt processing into database.
- Responsible for the entry of gifts-in-kind, such as books, models, posters, etc., into the database and the overall organization of in-kind gifts, mail-merges,
- Constituent data entry (addresses, relationships, etc.) for all individuals and organizations.
- Oversee the effective and accurate maintenance of data with respect to the donation process in all formats: from constituent and gift data entry of incoming online/offline donations to outgoing receipts, letters, and reports.
- Responsible for running accurate memorial and scholarship gift updates for staff to send to family members. Generate and send acknowledgement letters for gifts, and pledge reminders for donors with due payments. Contact donors to resolve declined payments and other issues.
- Contribute to ongoing quality control and data integrity.
- Provide input for and/or produce reports and assist with general analysis of data as it relates to fundraising and donor recognition.
- Provide administrative support to the Advancement/Development Team as needed, including answering donor phone calls and emails. Tasks will include word processing, spreadsheet development, mail merge documents, drafting copy for acknowledgment letters and emails and other clerical duties as required.
- Supervise student employees.
- Explore new stewardship opportunities, including events, cards, gifts, plaques, and recognition clubs.
- Run accurate memorial and scholarship gift updates to send to family members.
- Assist with development event coordination and post-event stewardship.
- Maintain up-to-date records and mailing lists for scholarship contacts and Legacy Society members.
- Assist Director of Advancement Services and Stewardship to 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 skills, including the ability to write clearly and concisely.
- Customer service oriented with emphasis on a professional, positive, and approachable attitude.
- Ability to use discretion and diplomacy in dealing with donors, senior staff, Board members and colleagues.
- Ability to process sensitive information and maintain confidentiality.
- Excellent organizational skills, including ability to handle multiple tasks, meet deadlines, and prioritize assignments, meticulous attention to detail, including excellent proofreading.
- 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: Database and Stewardship Specialist	Job Code:	
	Wage Grade: 15	Total Points: 388	
	Factor	Degree	Points
1	Knowledge and Skill	5	180
2	Effort		
	A. Mental and Visual Effort	5	40
	B. Physical Effort	2	20
3	Responsibility for Cost Control	3	24
4	Responsibility for Others		
	A. Injury to Others	1	8
	B. Supervisory Responsibility	2	16
	C. Sensitive Information and Records	5	40
5	Working Conditions	2	20
6	Responsibility for External and Internal Relations	5	40
	Date of last reclassification: 04-10-2024		