



CLARK ATLANTA UNIVERSITY

Job Description

Position Title:	Director of Constituent Relations
Department:	Alumni Relations and Engagement
Reports To:	Vice President and Chief Alumni Engagement Officer

The following statements are intended to describe the general nature and level of work to be performed and are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. All duties listed are essential functions for the position. It is understood that other related duties may be assigned. The duties of this position are to be performed on-site during work hours as defined by the policies of the University."

General Function (Description):

Reporting to the Vice President and Chief Alumni Engagement Officer, the Director of Constituent Relations (DCR) plays a critical role in developing, executing and managing a varied and ambitious set of programs and activities that serve to cultivate deeper connections across the alumni community. The DCR will lead and serve as the primary liaison between the Office of Alumni Relations and Engagement and the alumni chapters nationally and internationally. The DCR will ensure engagement is strengthened between alumni and the university through enhanced programming, direct coaching and guidance along the lines of chapter development and dissemination of current university information.

Examples of Duties and Responsibilities:

- Partner with the VP/Chief Alumni Engagement Officer to develop and oversee a robust alumni chapter engagement and communications program, leading to more enduring institutional connectedness, expanded awareness of current university priorities, and enhanced service and philanthropic outcomes from the alumni chapters
- Work with alumni chapters, to collaboratively develop and execute events and programs customized to the local market that align with university initiatives
- Work with campus partners; department chairs and program managers to ensure the Office of Alumni Relations and Engagement is informed of current flagship or high priority programs/events across campus (including the four academic schools) and is positioned to share with the alumni community
- Partner with the VP/Chief Alumni Engagement Officer to develop and facilitate semi-annual chapter president's meetings focused on chapter development and chapter recognition
- Develop and track metrics and deliverables to measure the success of constituent engagement contributing to the evaluation of the centralized alumni relations model
- Execute local and virtual alumni/chapter meetings to engage alumni and constituents to further cultivate the alumni/university relationship
- Assist with creating and disseminating alumni and constituent engagement communications, such as Alumni Chapter Manuals, newsletters, and other relevant correspondence
- Attend local alumni/chapter events as a university representative and alumni partner
- Local and national travel required
- Other duties as assigned

Knowledge, Skills and Abilities:

- Strong organizational skills, excellent interpersonal and communication skills, positive leadership, creativity, the desire to create and innovate, and the ability to establish priorities with a high degree of independence
- Proven ability to effectively interact with a broad range of constituents (alumni, students, volunteers, administrators, faculty)
- Proven skills in managing a number of competing priorities and complex issues creatively and effectively
- Proven ability to make decisions and ability to meet deadlines and function effectively in an environment demanding a high energy level, discretion, and flexibility
- Demonstrated ability to motivate and engage through highly effective presentations and communication. A clear and confident communication style which shows spirit, enthusiasm, and integrity
- Strong interpersonal skills and the proven ability to collaborate, build collective spirit, and achieve results
- Knowledge of alumni chapter organizational structures, operating budgets and operating norms
- Demonstrated success in higher education advancement or nonprofit relations (a plus)

Minimum Hiring Standards:

Education	Bachelor's degree (required), Master's degree (preferred)
Years of Experience	5-7 years higher education, nonprofit management or closely related field
Years of Management/Supervisor Experience	2-3 years (preferred)

Clark Atlanta University is an Equal Opportunity/Affirmative Action Employer