

Alumni Officer (Data Analysis and Engagement)
KAUST (King Abdullah University of Science and
Technology)

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Posted Apr. 30, 2019, set to expire Aug. 27, 2019

Job Title	Alumni Officer (Data Analysis and Engagement)
Department	Alumni
Institution	KAUST (King Abdullah University of Science and Technology) Thuwal, , Saudi Arabia
Date Posted	Apr. 30, 2019
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff Coordinator
Academic Field(s)	Communications/Public Relations Alumni Relations
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Job Description

Alumni Officer (Data Analysis and Engagement)

The Alumni Officer (Data Analysis and Engagement) is responsible for managing and maintaining the University's alumni CRM, and conceptualizing and delivering engagement activities for students and alumni through communications, events and programs. This role is essential in supporting the strategic operations of Alumni Affairs including the maintenance of alumni data, reporting on and communicating about career outcomes of alumni, and regularly engaging with the student and alumni communities.

Major Responsibilities:

Up to 50% of the Alumni Officer's time is spent maintaining the University's alumni CRM, including providing high-level reports, ensuring quality of alumni information, and analyzing data. Through use of

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alumni data, and through research and alumni outreach, the Alumni Officer will develop regular stories, bios, testimonials and communications that inform and engage multiple audiences including future students.

In addition to data and records management, this role spends 50% of their time planning and delivering programs, communications and events for alumni. The Alumni Officer coordinates Alumni Affairs' face-to-face presence at key outreach activities including Orientation, Commencement, Spring Graduation and Career Fair, and digitally through social media and KAUST's online alumni community. They will also develop and deliver regular content for alumni stories that inform and interest stakeholders.

The Alumni Officer develops and maintains collaborative working relationships across the University, provides high-level client service to stakeholders, and is proactive in developing and managing relationships with students, alumni and volunteers.

1. Data and Records Management:

The Alumni Officer has oversight of the University's graduate data, maintains the alumni CRM, and is often required to respond to complex or urgent data enquiries. This critical responsibility includes providing high-level reports, ensuring currency and quality of alumni information and analyzing data.

Specific duties include:

Maintaining the alumni CRM which contains the University's graduate data.

Updating alumni records, regularly ensuring and validating currency of alumni data, data cleansing and undertaking quality checks.

Producing reports for multiple campus partners including senior leadership, and the ability to respond to these requests with an immediate turnaround.

Undertaking research on alumni, and developing profiles and bios.

Coordinating electronic direct mailings for Alumni Affairs, Chapters or University stakeholders.

2. Engagement:

The Alumni Officer plans and delivers engagement (50% of their time), and regularly keeps in contact with the

global alumni community through multiple channels. Responsibilities include coordinating events; designing and developing communications and campaigns for social media and online alumni community KAUST Alumni Connect; writing content; coordinating the Office's communications and marketing activities; and measuring effectiveness of activities.

Specific duties include:

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Designing and delivering events, programs and communications that engage students, connect students with alumni, and ensure a seamless transition from student to alumnus.

Coordinating events and Alumni Affairs' presence at activities including WEP, Orientation, Commencement and Career Fair.

Actively working throughout KAUST to ensure Alumni Affairs is supporting University initiatives through alumni bios and stories, and deployment of alumni volunteers in activities including student recruitment. Maintaining the KAUST Alumni website and online alumni community, and ensuring currency of information (including news, events and alumni bios).

Proactively developing content about alumni that showcase career outcomes.

Supporting the Manager, Alumni Affairs in developing and managing volunteering programs, and building the pipeline of alumni volunteers in-Kingdom and internationally; and coordinating alumni chapter meetings and volunteer activities.

Other Responsibilities:

Customer service -

This role serves as a point of contact for alumni and campus partners. Specifically:

External stakeholder support -

The Alumni Officer is the first point of contact for alumni and other stakeholders through email and in person.

The role coordinates queries and follow-up in a timely manner.

Internal stakeholder support -

This role works in partnership with colleagues throughout the University. Support includes providing alumni data and reports; providing leads for alumni bios/stories; and identifying and coordinating alumni volunteers for student recruitment activities.

Competencies:

Strong analytical and data management skills, demonstrated experience using a CRM and maintaining/analyzing data; high-level skills in Excel and PowerPoint to prepare data reports and presentations.

Experience developing communications and electronic direct mailings; and demonstrated professional experience writing content for multiple communications channels.

Demonstrated written and verbal communication skills in English, including the ability to liaise with a stakeholders both within and outside the University.

Outstanding interpersonal skills with an interest in people and the confidence to proactively speak with a diverse mix of students, alumni and volunteers.

Demonstrated ability to meet deadlines and deliver high-quality outcomes using initiative, judgement

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and discretion; strong attention to detail; and a readiness to occasionally work our of hours for meetings or events as required.

Qualifications & Experience:

English language proficiency.

Relevant Degree or Masters qualification in communications, marketing, public relations or business administration, and relevant work experience in an engagement and outward-facing, customer oriented environment ideally within an education institution.

Database and data management experience as it relates to client relationship management; previous experience working with alumni or relationship databases (for example Slate or Raiser's Edge).

Demonstrated, high-level written and verbal communication skills in English, including the ability to deliver presentations (in English) and liaise with a stakeholders both within and outside the University at all levels.

Project management skills (related to coordination of events and communications), and the ability to work independently to achieve delivery of tasks on-time with a high-level degree of accuracy.

Preferred: member of the Council for Advancement and Support of Education (CASE).

Therefore, please add in the advert: If you are eligible professionals and interested in this position, you are encouraged to visit and apply from [url=https://apptrkr.com/1449393]KAUST recruitment portal

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

Alumni

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