

Acknowledgment Service Program Coordinator (6299U),
University Development and Alumni Relations - 66401
University of California, Berkeley

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Posted Mar. 18, 2024, set to expire Jun. 30, 2024

Job Title	Acknowledgment Service Program Coordinator (6299U), University Development and Alumni Relations - 66401
Department	University Development and Alumni Relations
Institution	University of California, Berkeley Berkeley, California
Date Posted	Mar. 18, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Coordinator Professional Staff
Academic Field(s)	Institutional Advancement Communications/Public Relations Administrative Support/Services
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About Berkeley

At the University of California, Berkeley, we are committed to creating a community that fosters equity

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of experience and opportunity, and ensures that students, faculty, and staff of all backgrounds feel safe, welcome and included. Our culture of openness, freedom and belonging make it a special place for students, faculty and staff.

The University of California, Berkeley, is one of the world's leading institutions of higher education, distinguished by its combination of internationally recognized academic and research excellence; the transformative opportunity it provides to a large and diverse student body; its public mission and commitment to equity and social justice; and its roots in the California experience, animated by such values as innovation, questioning the status quo, and respect for the environment and nature. Since its founding in 1868, Berkeley has fueled a perpetual renaissance, generating unparalleled intellectual, economic and social value in California, the United States and the world.

We are looking for equity-minded applicants who represent the full diversity of California and who demonstrate a sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds present in our community. When you join the team at Berkeley, you can expect to be part of an inclusive, innovative and equity-focused community that approaches higher education as a matter of social justice that requires broad collaboration among faculty, staff, students and community partners. In deciding whether to apply for a position at Berkeley, you are strongly encouraged to consider whether your values align with our [Guiding Values and Principles](#), our [Principles of Community](#), and [our Strategic Plan](#).

At UC Berkeley, we believe that learning is a fundamental part of working, and our goal is for everyone on the Berkeley campus to feel supported and equipped to realize their full potential. We actively support this by providing all of our staff employees with at least 80 hours (10 days) of paid time per year to engage in professional development activities. To find out more about how you can grow your career at UC Berkeley, visit grow.berkeley.edu.

Departmental Overview

University Development and Alumni Relations (UDAR) strengthens Berkeley's excellence through engagement with alums, parents, undergraduate and graduate students, and friends of the University, raising public awareness about Berkeley, and increasing private philanthropy. UDAR provides overall direction for the campus's philanthropic advancement strategies and works to strengthen unit development in partnership with campus fundraisers. UDAR handles a range of central activities and services encompassing communications, stewardship, prospect development, and gift management.

Donor Relations

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An active advocate for donor interests at Berkeley, the Donor Relations team manages an array of programs that acknowledge and recognize donors for their giving in meaningful ways, report to them on the impact of their philanthropy, and deepen their engagement with the campus.

Position Overview

The **Acknowledgment Service Program Coordinator's** role involves activities associated with reaching, serving, and engaging donors through programs and services designed to recognize and acknowledge their campus philanthropy. Involves managing and executing campuswide donor acknowledgment and correspondence programs, with an emphasis on those provided in service to campus units. Translates donor needs and priorities into customized programs to create, enhance, and sustain relationships between the campus and donors. These programs support the objectives of timely, accurate, and personal stewardship, cultivation of major and principal gift donors, maintenance of a healthy donor pipeline, and provision of a foundational level of stewardship for the campus's entire donor base.

Application Review Date

The First Review Date for this job is: April 9, 2024

Responsibilities

- Develops and implements programs and communication strategies designed to acknowledge donors for their campus philanthropy. Under general supervision and exercising limited discretion and professional judgment, helps administer the Acknowledgment Service Program. Serves as the intake point for gifts meeting acknowledgment criteria for the Acknowledgment Service Program's unit clients, researches gifts and donors as needed according to the standard process of the department, posts a record of the acknowledgments to the campus's advancement database once acknowledgments are sent, and conducts analysis of giving activity and responses to acknowledgments.
- Responsible for operational activity of the Acknowledgment Service Program, including preparation and delivery of digital and physical acknowledgments in a format and according to the schedule agreed upon with unit clients. Implements updates to acknowledgment content and prepares special donor communications such as annual recurring gift acknowledgments and others that arise. Participates in activities related to the onboarding of new unit clients and maintenance of relationships with existing clients.

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- Maintains program-related tracking documents and provides basic analysis of program trends. Generates data needed for the operations of the Acknowledgment Service Program. Coordinates with the Acknowledgment Programs Manager to submit report maintenance and update requests to Information Strategy and Analytics as needed. Collects data related to program operations and suggests enhancements and improvements based on findings.
- Manages donor and gift data integrity by researching gift information and submitting update requests. Handles special projects/assignments related to acknowledgment activity and involving interaction with donors as required.

Required Qualifications

- Thorough knowledge of the basic concepts, principles, and procedures of building and maintaining effective relations with internal and external constituencies.
- Thorough knowledge of the campus, its mission, goals, objectives, programs, achievements, infrastructure, and issues of concern.
- Thorough written, verbal, and interpersonal communication skills, as well as the tact and political acumen to effectively represent the campus.
- Thorough research, analytical, and critical thinking skills, including sound judgment and decision-making skills and the skill to correctly identify real and potential problems, advising management as required, and proposing effective strategic resolutions.
- Thorough knowledge of Microsoft Office suite including formulas, conditional formatting, sorting, and mail merges.
- Skill in project management, including event planning and meeting deadlines.

Preferred Qualifications

- Experience with Salesforce Marketing Cloud, Excel Macros, SQL, and/or HTML.

Education and Training

- Bachelor's degree in a related area or 4+ years of equivalent experience or training
- Experience with or training in operational clerical work, customer service, and database management

Salary & Benefits

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For information on the comprehensive benefits package offered by the University, please visit the University of California's [Compensation & Benefits](#) website.

Under California law, the University of California, Berkeley is required to provide a reasonable estimate of the compensation range for this role and should not offer a salary outside of the range posted in this job announcement. This range takes into account the wide range of factors that are considered in making compensation decisions including but not limited to experience, skills, knowledge, abilities, education, licensure and certifications, analysis of internal equity, and other business and organizational needs. It is not typical for an individual to be offered a salary at or near the top of the range for a position. Salary offers are determined based on the final candidate's qualifications and experience.

The budgeted salary or hourly range that the University reasonably expects to pay for this position is \$77,000 - \$82,000, commensurate with experience.

- This is an exempt, monthly paid position, eligible for UC benefits.

Other Information

- This is a hybrid position with 80% remote work eligibility.
- This is a Bay Area/Northern CA-based position.
- This is not a Visa opportunity.

Conviction History Background

This is a designated position requiring fingerprinting and a background check due to the nature of the job responsibilities. Berkeley does hire people with conviction histories and reviews information received in the context of the job responsibilities. The University reserves the right to make employment contingent upon successful completion of the background check.

Equal Employment Opportunity

The University of California is an Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or protected veteran status. For more information about your rights as an applicant, please see the [U.S. Equal Employment Opportunity Commission](#)

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poster.

For the complete University of California nondiscrimination and affirmative action policy, please see the University of California [Discrimination, Harassment, and Affirmative Action in the Workplace](#) policy.

To apply, visit

https://careerspub.universityofcalifornia.edu/psp/ucb/EMPLOYEE/HRMS/c/HRS_HRAM.HRS_APP_SCH

Contact Information

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

Contact

N/A

University of California, Berkeley

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