

**Donor Relations Manager**  
**Northern Arizona University**

Direct Link: <https://www.AcademicKeys.com/r?job=256501>

Downloaded On: Jul. 8, 2025 9:26pm

Posted May 5, 2025, set to expire Aug. 29, 2025

<b>Job Title</b>	Donor Relations Manager
<b>Department</b>	
<b>Institution</b>	Northern Arizona University Flagstaff, Arizona
<b>Date Posted</b>	May 5, 2025
<b>Application Deadline</b>	Open until filled
<b>Position Start Date</b>	Available immediately
<b>Job Categories</b>	Director/Manager
<b>Academic Field(s)</b>	Public Relations/Marketing Development/Institutional Advancement Alumni Relations
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**Apply By Email**

**Job Description**

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**Donor Relations Manager**

**Location:** Alumni Engagement

**Regular/Temporary:** Regular

**Job ID:** 608370

**Full/Part Time:** Full-Time

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### Workplace Culture

NAU aims to be the nation's preeminent engine of opportunity, vehicle of economic mobility, and driver of social impact by delivering equitable postsecondary value in Arizona and beyond.

### Special Information

- This position is posted as Donor Relations Manager, which is a working title. The NAU system title for this position is University Development Manager.
- This position is a hybrid position which allows the incumbent to complete their work at both an NAU site, campus, or facility *and* at a non-centralized site with or without accommodation.

### Job Description

As a member of the Donor Relations team, the Manager of Donor Relations drives the development and management of engaging, stewarding, and recognizing donors to ensure strong relationships that foster continued philanthropic support. The Manager supports the institution-wide comprehensive and integrated stewardship and donor relations program that fosters a culture of appreciation, recognition, accountability, and ongoing engagement of NAU's donors, thereby strengthening philanthropic support of the university.

The Manager collaborates closely with the Advancement | Foundation development directors and central advancement staff to strategically acknowledge donors at all levels, coordinate scholarship stewardship, and manage funds within colleges and units. The position oversees gift acknowledgements, annual donor reports including endowment reporting, annual giving summaries, and scholarship stewardship, gift agreements, donor communication preference tracking, and division-wide customer service. The position leads the strategy and implementation of the digital stewardship platform, ThankView. The Manager ensures donor relationships are supported with accurate information by implementing and maintaining recordkeeping systems and procedures. The position manages the NAU Foundation Scholarships, Board of Director's quarterly acknowledgement responsibilities, and supports the logistics and execution of donor appreciation events and activities. NAU is currently in the quiet phase of its comprehensive campaign.

The position interfaces with donors regularly and ensures donor requests and needs are addressed promptly and effectively with the support of student employees. The position leads the work of 3-5 student employees. The Manager's work drives program accomplishment of goals and metrics.

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This position reports directly to the Director of Donor Relations.

### Stewardship Management and Coordination - 55%

- Manage the division's gift agreement process and templates, including the review and development of complex gift agreements, oversee the AdobeSign tool and process, execute daily donor acknowledgements, and the development of broad-based and customized impact reports.
- Manage the NAU Foundation's scholarship awarding process, ensuring compliance with legal requirements and institutional policies, collaboration with the NAUF Board scholarship task force, and oversee the proper allocation and reporting of these funds. Manage the NAU Foundation's annual scholarship stewardship campaign by collaborating with the colleges and the Office of Scholarships and Financial Aid.
- Lead the project management and execution of annual donor reporting, including gift acknowledgements at all levels, and annual giving summaries.
- Lead strategy, execution, metrics collection, and reporting of the alumni and donor stewardship platform ThankView.
- Collaborate with internal partners to execute donor appreciation events and key engagement opportunities.
- Support the implementation of the Lumberjack Link program-connecting NAU Foundation and Alumni Association Boards and college/unit Advisory Boards to NAU's top donors.
- Manage the NAU Foundation Board's quarterly acknowledgement responsibilities.

### Customer Service - 30%

- Maintain relationships with principal and major gift level donors, ensuring continued communication, transparency, and involvement.
- Respond to donor inquiries about their contributions, fund allocations, and recognition opportunities, and resolve any issues related to gift processing or donor records.

### Program Administration - 10%

- Support and execute strategic plans aimed to achieve quantifiable fundraising and engagement goals and metrics.
- Assist with the development and implementation of NAU Foundation policies and procedures to ensure efficient operations.
- Develop, implement and maintain recordkeeping systems and procedures.

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- Gather data, compile information, and prepare reports.
- Track and record constituent records, monitor constituent giving, communications, etc. utilizing the NAU Foundation's constituent database.
- Work collaboratively with internal partners including Alumni Engagement team, Communications team, Development Directors, Donor Relations, IT and Data Team, Finance, College Deans and Department Chairs, KNAU (Arizona Public Radio), Student Affairs, and NAU Athletics.

### Other - 5%

- Other duties as assigned.

### Minimum Qualifications

- Bachelor's degree, and
- A minimum of two year's experience in marketing/sales, fundraising, program management, communication/public relations, or relevant experience, and
- A minimum of 1 year of project management experience; or
- Any combination of relevant education and experience may be substituted for the educational requirement on a year-for-year basis.

### Preferred Qualifications

- Experience with donor stewardship and compliance techniques.
- Experience with developing data reports.
- Experience in higher education or non-profit setting.
- Capital/comprehensive campaign experience.

### Knowledge, Skills, & Abilities

#### Knowledge

- Direct experience with compliance work.
- Knowledge of principles and procedures of university advancement.
- Knowledge of budgeting and accounting principles.
- Knowledge of organizational practices and principles.

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- Working knowledge of a donor database.
- Understanding of and appreciation for Northern Arizona University, its cultural and geographic specificity, and its commitment to student success.
- Experience/knowledge of business practices/studies

### Skills

- Strong organizational and planning skills with the ability to initiate, collaborate, implement, monitor, evaluate, advance, and report on strategic plans that support the activities of, and contribute to, NAU Advancement | Foundation's overall strategic goals and targets.
- Excellent leadership and communication skills with an ability to manage student employees.
- Superior interpersonal skills with proven ability to successfully interact and collaborate with varied constituencies in a professional manner, exhibiting excellent communication skills, and demonstrating tact, poise and diplomacy while working with a wide variety of personalities.
- Excellent written and oral communications skills.

### Abilities

- Demonstrated team player with the ability to gain trust and confidence of colleagues and constituents.
- Experience and credibility when presenting materials to both internal and external constituents including individuals from a variety of backgrounds.
- Demonstrated commitment to excellence, honesty, transparency, and high levels of collaboration.
- Must be a detail-oriented, self-starter with a demonstrated ability to work independently and manage multiple projects and priorities to meet aggressive timelines and challenging deadlines with minimal staff support.
- Deep commitment to higher education and with the knowledge and ability to champion Northern Arizona University and its mission.
- Working knowledge of electronic mail and calendars, the Microsoft environment, including Microsoft Word, Excel, PowerPoint, Teams, and other software such as donor databases, etc. and ability to run, analyze, and summarize computer-generated reports.
- Must be able and willing to work occasional evenings and weekends.
- Experience working with sensitive information and ability to maintain strict confidentiality.
- A motivated self-starter who will enjoy working in a fast-paced environment.
- Proven ability to work independently; a self-starter with energy, humility, and enthusiasm.

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### Background Information

This position has been identified as a safety/security sensitive position. Therefore, per AZ Revised Statute, Northern Arizona University requires satisfactory results for the following: a criminal background investigation, employment history investigation, degree verification (in some cases) and fingerprinting. If you are applying for a job that requires a CDL, you will be required to register with the Federal Motor Carrier Safety Administration Drug & Alcohol Clearinghouse and adhere to the clearinghouse requirements. Additionally, as an employer in the state of Arizona, NAU is required to participate in the federal E-Verify program that assists employers with verifying new employees' right to work in the United States. Finally, each year Northern Arizona University releases an [Annual Security Report](#). The report is a result of a federal law known as the Clery Act. The report includes Clery reportable crime statistics for the three most recent completed calendar years and discloses procedures, practices and programs NAU uses to keep students and employees safe including how to report crimes or other emergencies occurring on campus. In addition, the [Fire Safety Report](#) is combined with the Annual Security Report for the NAU Flagstaff Mountain Campus as this campus has on-campus student housing. This report discloses fire safety policies and procedures related to on-campus student housing and statistics for fires that occurred in those facilities. If you would like a free paper copy of the report, please contact the NAUPD Records Department at (928) 523-8884 or by visiting the department at 525 E. Pine Knoll Drive in Flagstaff.

### Salary

Salary range begins at \$67,714. Annual salary commensurate with candidate's qualifications and related experience.

### FLSA Status

This position is exempt from the overtime provisions of the Fair Labor Standards Act (FLSA) and therefore will not earn overtime or compensatory time for additional time worked.

### Benefits

This is a Service Professional (SPF) position. NAU offers an excellent benefit package including generous health, dental and vision insurance; participation in the Arizona State Retirement System or the Optional Retirement Program; 22 days of vacation and 10 holidays per year; and tuition reduction for employees and qualified dependents. More information on benefits at NAU is available on the [Human Resources benefits website](#). NAU is a tobacco and smoke-free campus. Service Professionals

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are hired on a contract basis, renewable each 6 months according to [terms of the Conditions of Professional Service](#). Employees offered a position will be eligible for state health plans (including NAU's BCBS Plan). New employees are [eligible for benefits](#) on the first day of the pay period following their enrollment, after their employment date. Employees will have 31 days from their start date to enroll in benefits. If a new employee chooses the ASRS retirement option, participation in the Arizona State Retirement System, and the long-term disability coverage that accompanies it, will begin on the first of the pay period following 6 months after the new employee's start date. New employees who choose to participate in the Optional Retirement Plan (ORP), which is an alternative to the ASRS plan for faculty and other appointed staff, will begin to participate on the first day of the pay period following election. Additionally, the long-term disability plan that accompanies the ORP will begin on the first day of the pay period following election.

#### Learning and Development

Your career at Northern Arizona University includes the opportunity for professional development. [New employee on-boarding training](#) includes courses to be completed within the first 30 days.

#### Immigration Suppt/Sponsorship

NAU will not provide any U.S. immigration support or sponsorship for this position.

#### Application Deadline

May 26, 2025 at 11:59 p.m.

#### How to Apply

To apply for this position, please click on the "Apply" button on this page. You must submit your application by clicking on the "Submit" button by midnight of the application deadline. If you need assistance completing your application there are instructions available on the [Human Resources website](#) or in person in the Human Resources Department located in Building 91 on the NAU Campus - on the corner of Beaver and DuPont Streets.

If you are an individual with a disability and need reasonable accommodation to participate in the hiring process, please contact the Disability Resources Office at 928-523-8773, [DR@nau.edu](mailto:DR@nau.edu), or PO Box 5633, Flagstaff AZ 86011.

#### Equal Employment Opportunity

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Equal Opportunity Employer, including Disabled/Protected Veterans. NAU is responsive to the needs of dual career couples.

[Know Your Rights Poster](#)

NAU is an Employer of National Service. AmeriCorps, Peace Corps, and other National Service alumni are encouraged to apply.

**To apply, visit**

[https://hr.peoplesoft.nau.edu/psp/ph92prta/EMPLOYEE/HRMS/c/HRS\\_HRAM.HRS\\_APP\\_SCHJOB.GBL](https://hr.peoplesoft.nau.edu/psp/ph92prta/EMPLOYEE/HRMS/c/HRS_HRAM.HRS_APP_SCHJOB.GBL)

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**Contact Information**

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

**Contact**

Staff

Northern Arizona University

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