



**Position Title:** Office Manager, Annual Giving

**Supervisor:** Assistant Vice President, Annual Giving and Advancement Services

**Classification:** Staff Associate (non-exempt, 35 hours/week year-round)

**Overview:** The Office Manager provides direct support to the supervisor and selective support to the Office of Annual Giving. Principal duties include: managing all administrative aspects of an annual giving operation that is comprised of unrestricted giving, faculty and staff campaign, class volunteers, parent giving, leadership annual giving and student philanthropy; promoting productive relationships with colleagues, volunteers and administration; overseeing print, mail and email fundraising campaigns; and assisting in completion of all tasks assigned to the Annual Giving office. The Office Manager oversees the operating budgets and monthly credit reconciliations, drafting correspondence, arranging travel schedules and providing event planning assistance.

**Characteristic Duties & Responsibilities:**

1. Provide excellent administrative and clerical support for the Assistant Vice President, Annual Giving and Advancement Services and, as necessary, the Annual Giving team. Receive, sort and direct correspondence. Maintain office files, equipment and inventory. Order supplies. Maintain expense reports for supervisor and Annual Giving team.
2. Create event invitations and track attendees, develop trip itineraries, organize visit documents (e.g., maps, Millennium profiles, and previous call reports), and information packets.
3. Coordinate the preparation of mailings and personal solicitations to several Muhlenberg Fund constituencies, including, but not limited to: alumni, Henry Melchior Muhlenberg Society (HMMS) members, current and former parents, as well as Parents Council members, alumni athletes, faculty, staff and support staff, and Hillel members identifying, when necessary, status of each solicitation.
4. Maintain supervisor's calendar, schedule appointments with other college departments, faculty and businesses and make travel arrangements.
5. Assist in preparation and distribution of internal reports, memoranda, meeting agendas, and announcements to faculty and staff.
6. Help plan and implement departmental projects, including staff retreats and major donor events. Staff and participate in events and programming in support of the mission of advancement and the Career Center, including but not limited to the Volunteer Summit, regional alumni events, stewardship activities and events and department retreats.
7. Track budgetary line items on the status of Annual Giving, Advancement Services and Advancement Communication department accounts.
8. Enter all related correspondence with and regarding constituents into Millennium.
9. Maintain record of report requests and solicitation schedules.
10. Complete all assigned data entry, pledge reminders and phonathon forms.
11. Orchestrate all Annual Giving mailings, answer telephone and troubleshoot donor and alumni requests: work closely with all offices within Office of Advancement.
12. Attend and contribute to major College functions, including but not limited to Alumni Weekend, Honors Convocation, Commencement and board meetings.
13. Participate in and provide support for department-wide fundraising efforts (e.g. MULEMENTUM, class reunion fundraising); make calls as assigned for phonathon.
14. Hire, supervise, schedule and evaluate student employees.
15. Perform other duties as assigned in pursuit of the mission of the Advancement Office.

**Qualifications:**

1. High school diploma required, college degree preferred. Three years of business, legal, financial, higher ed or development experience preferred.
2. Excellent oral and written communication skills, including proofreading skills.
3. Attention to detail and commitment to accuracy.
4. Excellent interpersonal skills and professional appearance.
5. Ability to work in a self-motivated, self-directed fashion while serving as a member of a collaborative Advancement team. Project-orientation required, with ability to self-assess.
6. Demonstrated ability to effectively manage multiple priorities.
7. Effective organizational, supervisory and time management skills needed. Ability to use Microsoft Word, Excel, data base applications including mail merge; ability to extensively use e-mail and Internet applications.
8. Maintain confidentiality in personnel and budgetary matters in a professional manner.
9. Able to meet deadlines; work well independently and under pressure, and be adaptable to changing work environment and priorities.
10. Commitment to customer service and sensitivity to public relations that impacts all of advancement activities.
11. Demonstrated ability to relate comfortably to a wide range of audiences, including faculty and staff colleagues, corporate and foundation executives and members of the Board of Trustees.
12. Diplomacy, patience, sense of humor and caring personality essential.
13. Excellent word processing and professional telephone skills required.
14. Strong work ethic and commitment to punctuality. Must be willing to work additional hours, including occasional weekends and evenings as needed.
15. Ability to understand and articulate the role of a small, private liberal arts college.

**Working Conditions**

1. Occasional night and weekend work required.
2. Capable of lifting heavy boxes (up to 50 pounds) at times.
3. Ability to navigate stairs.

Muhlenberg College is an Equal Opportunity Employer. All employees are expected to support Muhlenberg's commitment to function as a diverse, caring, inclusive community.