ADMINISTRATIVE POSITION ANNOUNCEMENT

TITLE OF POSITION/RANK: Reunions and Affinity Chapter Officer
DEPARTMENT: Development and University Relations, Lincoln Center

RESPONSIBILITIES:

- Key team member intrinsically involved with all aspects of planning and production of Fordham reunions and homecoming events, with extensive responsibility for registration, customer service, student staffing, and social media promotion.
- Coordinates online, phone, mail, and onsite event registrations for Jubilee and Lincoln Center Reunions, and Homecoming, and is responsible for accuracy, updates, and regular reporting of all registration details.
- Provides excellent customer service for event registrants by phone and email, as well as onsite at events, and creates online FAQs to inform attendees.
- Ensures that iModules online registration systems are developed correctly for reunions, homecoming, and affinity events; conducts rigorous testing. Will be expected to become proficient in use of iModules system.
- Shares feedback from registrants and student staff to improve both online and onsite experience; makes suggestions to improve registration systems and alumni experience after each event.
- Assists in pre- and post-event reporting of metrics tracking event progress vs. goals.
- Creatively utilizes social media platforms to enhance the visibility and reach of each event.
- Hires, trains, and supervises student interns and student workers for reunions and homecoming.
- Collaborates with departmental and university colleagues to coordinate large cross-campus events with multiple stakeholders.
- Manages Jubilee Welcome Center and Block Party at Lincoln Center registration counters for the duration of the events, supervising staff and student workers, including training for payment processing, alumni arrival, walk-in registrants, and appropriate communication with event and University staff.
- In addition to reunion and homecoming responsibilities, works with alumni volunteers to organize, market, and produce affinity chapter events and activities.
- Partners with alumni to create and sustain vibrant relationships via alumni affinity chapters.
- Assists with other clubs, priorities, projects, duties, and events as assigned.
- Must be available for periodic evening and weekend assignments, including but not limited to the Wednesday through Sunday of each Jubilee Weekend, the week of the Block Party at Lincoln Center, and the week of Homecoming.

QUALIFICATIONS:

- Bachelor’s degree required. Strong word processing and spreadsheet skills; proficiency in outreach via social media platforms, particularly Twitter and Facebook; familiarity with Google applications including GMail, Calendar, Drive, Docs, Sheets, and Forms; ability to learn proprietary systems including iModules and Banner.
- Excellent written and verbal communication and interpersonal skills.
- Must possess a passion for customer service and a commitment to quality.
- Must be self-motivated, flexible and eager to take on responsibility and new initiatives.
- Able to deal with evolving priorities and deadlines in a fast-paced environment.
- Able to problem-solve, troubleshoot, and work both independently and within a team.
- Requires a high-level of organization and communication skills, including the ability to collaborate effectively with diverse constituencies including alumni, donors, campus partners, and vendors.
- Team player and collaborator, able to supervise student workers independently on some projects.
- Adheres to deadlines and follows through on all projects.

SALARY: Commensurate with experience
START DATE: August 1, 2018
SEND LETTER, RESUME TO: Michaela Shank
mshank@fordham.edu
(no calls, please)

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