



## Job Description (For Positions in CAW Local 555, Unit 1)

*Job descriptions do not include every duty that an individual in a position performs. They are intended to be representative and characteristic of the duties required and the level of work performed. Depending upon the size of the department or unit and its functional activities, incumbents who fall into this category may perform all of the duties listed below or, in the case of large departments or units, may be assigned to designated specialized functions.*

---

JD #:	<b>JD00068</b>	Pay Grade:	<b>8</b>
JD Title:	<b>Alumni Officer</b>	JD FTE Hours:	<b>35</b>
Job Family:	<b>PR/Alumni</b>		

---

### General Description

Responsible for providing high quality meaningful opportunities for alumni to maintain positive relationships with the University by providing programs that achieve the goals of the McMaster Alumni Association mission statement: To support McMaster University; To involve alumni; To communicate with alumni; To recognize alumni achievements; To provide services and benefits for alumni; and To involve current McMaster students. Responsible for working towards achieving all points of the mission statement and the Alumni Advancement business plan with a specific focus on an assigned portfolio.

As a key member of the University Advancement team, this position is responsible for making a positive commitment to University Advancement's mission, vision and values, and principles: Integrity, Quality, Respect, Service, Strategy and Teamwork.

Due to the nature of this position some evening and week-end work as well as some travel will be required.

### Representative Duties & Responsibilities

- Responsible for the recruitment, orientation, training, recognition and on-going program coordination of volunteer programs. Volunteer Management experience is required.
- Complete an annual needs assessment and write a business plan which includes the development of strategic plans and objectives.
- Evaluate on-going programs and recommend modifications and improvements.
- Implement and maintain the program budget. Create financial projections and make adjustments to the program budget throughout the fiscal year.
- Superior communication and interpersonal skills are required to plan, coordinate, and oversee events involving alumni, students, community members, faculty, staff and University senior administration. Event planning experience is required.
- Coordinate all activities as appropriate with other University and University Advancement functions, principally development, public relations, advancement services and advancement work in the academic faculties.
- Create and produce printed materials, both conventional and electronic, to be distributed to as many as 152,000 alumni (as of June 2011). Attention to detail is required.
- Represent the University and the Alumni Association through correspondence, both paper and electronic, phone and in-person contact. This includes managing alumni concerns and complaints.
- Develop and deliver presentations and represent the University and the Alumni Association in various public-speaking environments.
- Develop policies and guideline as required, in relation to an assigned portfolio, for review and approval by supervisor.
- Update and maintain information in various databases.
- Utilize effectively the computer systems designed to manage information on McMaster's alumni and the alumni program. Extract data from the database and write queries.
- Participate, from time to time, in University Advancement projects such as project teams and work teams.
- Support, collaborate and, as appropriate, coordinate activities under the auspices of the Annual Giving program.

---

## Supervision

---

- Provide direction to others in how to carry out work tasks.
- Ensure adherence to quality standards and procedures for short-term staff and volunteers.

---

## Qualifications

---

- Bachelor's degree in a relevant field of study. A McMaster University degree is an asset.
- Requires 3 years of relevant experience.

---

## Effort

---

### Physical Effort:

- A typical work day consists of greater than 3.5 hours of low physical effort for activities such as:
  - Intermittent periods of keyboarding to word process correspondence and input data into databases.
- A typical work day consists of up to 2 hours of moderate physical effort for activities such as:
  - Some travelling is required.
  - Walking and standing while attending and participating in a variety of events.
- Elements of high physical effort are not a regular feature of this job.

### Mental Effort:

- A typical work day occasionally requires routine mental effort for activities such as:
  - Collecting routine information, word processing routine documents such as correspondence, and inputting data into databases.
- A typical work day consists of greater than 3.5 hours of moderate mental effort for activities such as:
  - Identifying and resolving on-site issues that arise at various events.
  - Managing alumni programs with the assistance of alumni volunteers.
  - Acting as the primary contact between the McMaster Alumni Association and its partners whether they be volunteer based or corporate affinity partners.
  - Marketing alumni programs, services and benefits to University alumni through various media and formats.
  - Analyzing alumni population data including, but not limited to, demographics, faculty of graduation, and career to determine where it is most appropriate to hold events and what type of event would produce the optimal results.
- A typical work day consists of up to 2 hours of high mental effort for activities such as:
  - Developing concepts for events.
  - Developing strategies for various projects and events.

---

## Working Conditions

---

### Physical Environment:

- Occasionally required to work outside in a range of weather conditions for alumni events and activities.

### Psychological Environment:

- Occasionally interacts with alumni who may be rude or upset.
- Frequently deals with competing requests and simultaneous deadlines.
- Results oriented environment where success is clearly measurable in terms of achievement against ambitious goals set on an annual basis.

### Health & Safety:

- Travels to meet with potential and existing donors as well as to attend various events.

## Job Description Rating Sheet

(For Positions in CAW Local 555, Unit 1)

JD #:	<b>JD00068</b>	Pay Grade:	<b>8</b>
JD Title:	<b>Alumni Officer</b>	Total Points:	<b>509</b>
Job Family:	<b>PR/Alumni</b>		

Factor	Subfactor	Level Rating	Points
<b>Skill</b>	1. Applied Reasoning and Analytical Skills	<b>4.5</b>	94
	2. Breadth of Knowledge	<b>2.0</b>	13
	3. Adaptation to Change/Updating of Learning	<b>2.0</b>	12
	4. Interpersonal Skill	<b>3.0</b>	39
	5. Education and Experience	<b>E3</b>	100
	6. Dexterity and Coordination	<b>2.0</b>	12
<b>Effort</b>	7. Physical Effort	<b>1.0</b>	3
	8. Mental Effort	<b>3.0</b>	55
<b>Responsibility</b>	9. Planning and Coordination	<b>4.0</b>	64
	10. Responsibility for Others	<b>2.0</b>	33
	11. Accountability for Decisions Actions Affecting People, Assets, and Information	<b>3.0</b>	66
<b>Working Conditions</b>	12. Physical Environment	<b>1.0</b>	3
	13. Psychological Environment	<b>2.0</b>	10
	14. Health and Safety	<b>1.0</b>	5