



CONSTITUENT PROGRAMMING AND EVENTS OFFICER JOB PROFILE SUMMARY

JOB CATEGORY: Development and Alumni Relations

JOB TITLE: Constituent Programming and Events Officer

JOB CATEGORY DEFINITION:

This specialty is a support unit working in institutional advancement to support Penn State's goals and mission. The unit consists of various offices working synergistically in two major functional areas, the Office of University Development and the Penn State Alumni Association. In concert with the colleges, campuses, and other units of the University, the Division of Development and Alumni Relations has responsibility for advancing the University's overall mission of teaching, research, and outreach to alumni, parents, friends, corporations and foundations. This is done by informing alumni and other constituents about Penn State and involving them in the life of the University through effective communications, quality programs and services. In doing so, we strive to gain their support and encourage them to join in shaping Penn State's future through fundraising campaigns, enhancing honors education, enriching the student experience, fostering discovery and creativity, sustaining a tradition of quality, and building faculty strength and capacity. The division's mandate is to generate among key constituencies the attitudinal, financial, and behavioral support needed to realize the University's goals and objectives.

JOB TITLE DEFINITION:

The Constituent Programming and Events Officer develops, implements, executes and maintains development and/or alumni events and related services. *Duties are performed at various levels within the defined title.*

WORKING CONDITIONS:

Specific physical requirements and effort are outlined in Job Responsibilities Worksheet (list of essential job duties and responsibilities specific to a particular job at the unit level) in accordance with the Americans with Disabilities Act of 1990 (ADA).

OTHER REQUIREMENTS:

**CONSTITUENT PROGRAMMING AND EVENTS OFFICER
LEVEL 1**

JOB CODE NUMBER: DVAR0701
SALARY BAND: G

FLSA STATUS: NONEXEMPT

Level 1 positions typically demonstrate baseline working knowledge of routine work applications; follow standard principles and systems and use appropriate terminology associated with a particular field of specialization; participate as a team member in a collaborative environment within a diverse workforce; actively contribute to completion of team goals and assigned tasks; clearly communicate information, ideas, or instructions verbally and in writing; follow recommended approach to assigned work to facilitate achievement of desired results; ensure safe practices and environmental consciousness are exhibited in decisions; typically work under direct and frequent supervision while performing routine duties using established procedures with detailed instructions.

Typical Experience/Education Guidelines:	Typical work activities:
0+ years related experience Bachelor's Degree or higher Or an equivalent combination of education and experience	<ul style="list-style-type: none"> • Assist in the planning and implementation of development and alumni programs and events such as receptions, dinners, groundbreakings and tailgates • Coordinate event and program attendee reservations and create data reports to analyze event success • Research and manage inventory of marketing materials, promotional hand outs, invitations and office supplies to be used for or during or alumni and development events • Assist in identifying, cultivating and engaging alumni, friends, donors and potential donors • May assist in writing and editing proposals and other written materials • Work with volunteers, committees, boards and University staff as assigned • Provide general office support such as: scheduling, correspondence, reports, presentations, etc. • May train, supervise and direct the work of assigned support staff or students

This profile is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions in this job title and should not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under his/her supervision. The use of a particular expression or illustration describing duties should not be held to exclude other duties not mentioned that are of a similar kind or level of difficulty.

**CONSTITUENT PROGRAMMING AND EVENTS OFFICER
LEVEL 2**

JOB CODE NUMBER: DVAR0702
SALARY BAND: H

FLSA STATUS: EXEMPT

Level 2 positions typically demonstrate intermediate knowledge of the concepts, practices and procedures of a particular field of specialization; perform intermediate tasks in defined skill areas/applications by continuously building on current job knowledge; maintain effective relationships with peers, vendors, and others in a diverse environment; support team decisions and follow through with team responsibilities; interpret information, ideas and instructions and communicate clearly and accurately both verbally and in writing including materials intended for distribution; determine causes of unusual occurrences and apply standard principles and practices to determine and implement solutions; ensure safe practices and environmental consciousness are exhibited in decisions; typically work under general supervision, while performing assignments that are varied and that may be somewhat difficult in character, but usually involve limited responsibility.

Typical Experience/Education Guidelines:	Typical work activities:
<p>2+ years related experience</p> <p>Bachelor's Degree or higher</p> <p>Or an equivalent combination of education and experience</p>	<ul style="list-style-type: none"> • Supervise the planning and implementation of development and alumni programs and events such as receptions, dinners, groundbreaking and tailgates • Serve as a liaison with the Board of Trustees, the President's Office, Senior University Administrators, Alumni Relations Directors University Wide, alumni donors and volunteers, and prospective donors about special projects regarding projected results, updates, etc. • Coordinate the design and production of publications, invitations, programs, etc., as necessary • Negotiate and process contracts for necessary development and alumni event venues, caterers, hotels, etc. • Analyze the effectiveness of programs/events and recommend improvements or new creative strategies • Manage and support selected constituent management activities, including direct mail, e-communications and event planning • May provide consultative services in planning special events in regards to protocol and etiquette • Assist in identifying, cultivating and engaging alumni, friends, donors and potential donors • Coordinate event and program attendee reservations and create data reports to analyze event success • Work with volunteers, committees, boards and University staff as assigned • Develop and produce internal and external materials, proposals and reports • May assist in writing and editing proposals and other written materials • Research and manage inventory of marketing materials, promotional hand outs, invitations, and office supplies to be used for or during alumni and development events • May train, supervise, and assign work to assigned support staff or students

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**CONSTITUENT PROGRAMMING AND EVENTS OFFICER
LEVEL 3**

JOB CODE NUMBER: DVAR0703
SALARY BAND: I

FLSA STATUS: EXEMPT

Level 3 positions typically demonstrate proficient and comprehensive knowledge of defined skill areas/applications to integrate fundamental elements from other specialties into work assignments; apply knowledge of principles, practices, and procedures of a particular field of specialization to complete difficult assignments; promote a culture that is conducive to effective relationships among diverse team members; ensure safe practices and environmental consciousness are exhibited in decisions; may lead a project team involved in completion of difficult assignments, requiring proficient knowledge of field of specialization; interpret and communicate information, ideas and instructions clearly, accurately and persuasively both verbally and in writing including materials intended for distribution; incorporate new facts and ideas into group processes and apply creative thinking to develop new solutions; typically work with minimal supervision on difficult assignments, conferring with manager on unusual matters.

Typical Experience/Education Guidelines:	Typical work activities:
4+ years related experience Bachelor's Degree or higher Or an equivalent combination of education and experience	<ul style="list-style-type: none"> • Supervise the planning, implementation, marketing, coordinating and evaluating development and alumni programs and events such as receptions, dinners, groundbreakings and tailgates • Maintain liaison with appropriate staff and executives to strengthen existing alumni and donor relationships; work with committees and boards to plan and implement activities and events • Create and coordinate the design and production of publications, invitations, programs, etc., as necessary • Negotiate and process contracts for necessary development and alumni event venues, caterers, hotels, etc. • Create and analyze the effectiveness of programs and events and recommend improvements or new creative strategies • Create, manage and support selected constituent management activities, including direct mail, e-communications and event planning • Create and coordinate event and program attendee reservations and create data reports to analyze event success • Supervise and manage the schedule and operational logistics of the room reservation system • Work with volunteers, committees, boards and University staff as assigned • Develop and produce internal and external materials, proposals and reports • May assist in writing and editing proposals and other written materials • Research and manage inventory of marketing materials, promotional hand outs, invitations, and office supplies to be used during alumni and development events • May provide consultative services in planning special events in regards to protocol and etiquette • Coordinate and supervise the activities of assigned staff and provide direction, training and solve problems as necessary

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**CONSTITUENT PROGRAMMING AND EVENTS OFFICER
LEVEL 4**

JOB CODE NUMBER: DVAR0704
SALARY BAND: J

FLSA STATUS: EXEMPT

Level 4 positions typically demonstrate advanced knowledge of principles, practices, and procedures of a particular field of specialization and complete complex assignments; integrate complex elements from other specialties into work assignments; demonstrate a strong commitment to inclusionary practices which support diversity throughout the University; establish a shared vision and take responsibility for the achievement of team goals, and provide direction for appropriate implementation of plans; present ideas, concepts and instructions in a clear manner, and use persuasion and negotiation to build consensus and cooperation; ensure safe practices and environmental consciousness are exhibited in decisions; develop new techniques, concepts, theories, programs or solutions and apply them to complex strategic operating issues; typically work independently on complex work assignments, review progress and evaluate results and update management as appropriate; may direct and delegate work to lower-level staff.

Typical Experience/Education Guidelines:	Typical work activities:
<p>6+ years related experience</p> <p>Bachelor's Degree or higher</p> <p>Or an equivalent combination of education and experience</p>	<ul style="list-style-type: none"> • Supervise the planning, implementation, marketing, coordinating and evaluating alumni and development programs and events such as receptions, dinners, groundbreakings and tailgates • Act as liaison with the colleges, campuses, alumni, and donors on various subject matters pertaining to special events; may assist areas with market research, volunteer activities, development of promotional materials and event planning research; may coordinate and direct research team activities; may administer and maintain budgets • Negotiate and process contracts for necessary development and alumni event venues, caterers, hotels, etc. • Create and analyze the effectiveness of programs/events and recommend improvements or new creative strategies • Create, manage and support selected constituent management activities, including direct mail, e-communications and event planning • Create and coordinate event and program attendee reservations and create data reports to analyze event success • May provide consultative services in planning special events in regards to protocol and etiquette • Assist in coordinating the preparation of special reports; research and prepare analytical summaries • Attend various meetings and professional activities; meet with special alumni and donors and prospects as necessary • Work with volunteers, committees, boards and University staff as assigned • Participate in development of strategic plans for the unit and division • May supervise, train and provide performance evaluation input for assigned staff

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**CONSTITUENT PROGRAMMING AND EVENTS OFFICER
LEVEL 5**

JOB CODE NUMBER: DVAR0705
SALARY BAND: K

FLSA STATUS: EXEMPT

Level 5 positions typically extend mastery of job knowledge to the principles, theories and practices of related specialties; expand knowledge of best practices and incorporate into all work assignments and procedures; evaluate and enhance current practices and efforts to ensure optimal support of diversity; oversee leadership of teams and projects that involve extensive cooperation and coordination between multiple departments across the University or with external customers; prepare written and/or verbal presentations or proposals on highly complex issues and deliver to a broad variety of audiences; identify and implement innovative solutions to important, highly complex strategic and/or operational issues which may involve unusual circumstances and incomplete or conflicting data; ensure safe practices and environmental consciousness are exhibited in decisions; work independently on highly complex or strategic assignments; may direct and supervise lower-level staff.

<p>Typical Experience/Education Guidelines:</p>	<p>Typical work activities:</p>
<p>8+ years related experience</p> <p>Bachelor's Degree or higher</p> <p>Or an equivalent combination of education and experience</p>	<ul style="list-style-type: none"> • Manage develop, direct, and coordinate alumni and development support service programs, which may include maintenance of alumni data base records, marketing and membership, information services, career service, or specific alumni services, programs, and events such as receptions, dinners, groundbreaking and tailgates • May serve as program/events manager for the implementation of new alumni and donor programs or revision and updating of existing programs • Establish, create, implement, develop and evaluate plan for program and event strategies; coordinate support needs with management services • Develop budgets, identify program and operating costs, and monitor expenses • Establish policies and procedures for the overall management of a specific program or function • Assist in the development of policies, procedures, and systems • Participate in University, business, social and civic groups • May assume responsibility for office operations, as necessary • May supervise, train and provide performance evaluation input for assigned staff

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