



Job Description

Job Title: Senior Director-Relationship Management

JTC: AQD

Salary Range: E05

FLSA: Exempt

Since 1965, we have served more than 3 million students. Dallas County Community College District (DCCCD) is one of the largest community college systems in the state of Texas, which includes seven independently accredited colleges located around the Dallas/Fort Worth area.

POSITION SUMMARY

Responsible for leading the operations of an organization, ensuring business goals are achieved by applying business strategies and developing organizational objectives.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Must be able to provide direct leadership, oversight and accountability for the operational effectiveness and efficiency of an organization to achieve its mission and goals. Understands and keeps abreast of applicable laws, regulations and government requirements and their impact on the business ensuring compliance through effective procedures, policies and practices.

Ability to manage complex projects; plan and evaluate processes or programs; examine and re-engineer operations; formulate policy, develop and implement new strategies and procedures. Ability to provide strategic direction by identifying actions necessary to achieve task(s) completion and obtain results meeting timelines, quotas, budget, performance goals, etc. Able to collaborate with leadership and/or stakeholders regarding ways to improve the functionality of the organization in the best interest of the district.

Must have strong leadership and interpersonal skills and the ability to work effectively with diverse cultures and populations. Able to manage internal and external relationships in ways that promote the best interest of all stakeholders. Ability to sustain and improve the work environment in the face of change and environmental challenges. Understands and effectively manages group dynamics and ambiguity; maintains confidentiality; acts ethically and with integrity.

Ability to seek ways to proactively improve organizational processes and outcomes by being objective, fairly evaluating different components and aspects of a situation; maintaining a balance between the goals of the organization and those of the district. Recommends policy/procedural changes to support business needs.

Ability to manage and impart information to a diverse district-wide community working cross-functionally with other constituents to implement operational strategies and document new processes to improve the customer experience.

PHYSICAL REQUIREMENTS

Normal physical job functions performed within a standard office environment. Reasonable accommodations may be made to individuals with physical challenges to perform the essential duties and responsibilities.

MINIMUM KNOWLEDGE AND EXPERIENCE

Master's degree plus three (3) to five (5) years of experience in related field. Official transcripts are required. Must have valid driver's license. ***Will be subject to a criminal background check. Some positions may be subject to a fingerprint check. ***

ESSENTIAL DUTIES AND RESPONSIBILITIES

Responsible for developing, implementing and directing comprehensive relationship management efforts on behalf of the Foundation and DCCCD, including relationships with donors, scholarship applicants and recipients, alumni, and other stakeholders and investors in Foundation priorities. Researches and investigates best practices in stewardship, donor recognition, and relationship management and recommends ways to improve relationship management efforts within the Foundation.

Create and direct the organization's priorities and strategies with the goal of increasing visibility, increasing donor retention, and increasing funding/donors. Maintains current understanding of DCCCD goals and initiatives, focus areas, successes, etc., to be able to effectively communicate with donors and at community events. Create, manage and maintain documentation related to donor relations. Prioritizes work, works well under pressure, independently and within a team environment.

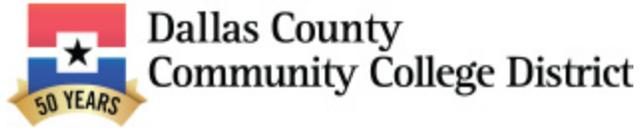
Builds rapport and maintains effective relationships with diverse stakeholders and constituents, i.e., individuals, corporations and foundations, to accomplish the vision, mission and goals of DCCCD. Collaborates with team members to develop solutions and identify resources as needed. Attends internal/external meetings and community events as required.

Develop communications that are targeted to donors, prospective donors and other key constituents within the DCCCD community network. Directs the annual donor reporting process. Oversee the management of the Foundation's donor and/or donor scholarship database(s) to ensure that records are accurate and complete. Manages budget for donor recognition activities and events. Supervises and trains assigned staff.

Maintains high ethical standards and adherence to applicable rules, regulations, policies and procedures. Presents information in a clear and concise manner that is understandable to donor and/or donor scholarship recipients. Must have excellent interpersonal, presentation, oral and written communication skills and the ability to interact with diverse internal/external stakeholders and constituents within the DCCCD community network. Ability to provide excellent customer service.

Performs other duties as assigned.

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Incumbents may be directed to



perform job-related tasks other than those specifically presented in this description. Position requires regular and predictable attendance.