

Coordinator of Strategic Partnerships and Engagement

Position Summary

The Coordinator of Strategic Partnerships and Engagement is an essential role on the USC Alumni Association's Experience Team and is dedicated to fostering strong ties between the University and its Alumni. Reporting to the VP of Strategic Partnerships and Engagement, this role supports the purpose and core values of the Alumni Association. The Coordinator of Strategic Partnerships and Engagement is responsible for assisting the VP with achieving the revenue goals by providing administrative support to 1) assist with business development operations, activation fulfillment, tracking and partner relations; 2) assist with the membership recruitment, retention and fulfillment process; 3) assist with operating the alumni travel program; 4) assist with the daily responsibilities to promote revenue-generating programs, including but not limited to class rings, bricks, merchandise and affinity programs.

Accountabilities

Membership Program Support

- Manage daily membership needs as it relates to the oversight of data integrity, membership transactions and member experience.
- Implement improvements in the processes that support membership acquisition, retention and growth while providing excellent customer service to our members.
- Communicate with membership vendors to oversee inventory, order promotional items and ensure timely delivery.
- Resolve all pending membership applications and all complex member issues in a timely manner; ensure member records are accurate in member databases.
- Work with Marketing and Communications Team to develop annual promotions for program growth and discount program increased usage.
- Implement membership recruitment events and displays.
- Assist with customer service issues and determine best solutions for satisfied members.
- Provide reporting on assigned areas to leadership by request.

Business Development Program Support

- Maintain a lead management system for identifying, evaluating and managing business prospects and current partners.
- Maintain system for partnerships, sponsorships and advertising contracts and invoices.
- Support VP in the consultative sales process, including preparing PowerPoint presentations/proposals.
- Coordinate the day-to-day process of fulfilling and tracking partner activation commitments, including working with all departments to implement agreed-upon activation components.
- Coordinate the traffic/production schedules; collection of marketing and advertising materials.

- Work with marketing and digital team to track and compile data and stats to share with partners.
- Support VP in partnership renewal process, including preparing PowerPoint partnership summaries.
- Attend/work various events and programs as directed, including coordination of onsite fulfillment of partner activations.

Alumni Travel Program

- Provide day-to-day customer service to current and potential passengers.
- Fulfill pre- and post-trip communications and mailings.
- Track all travel activity and assist VP in operating and marketing the program.

Revenue Generating Programs

- Assist VP with marketing and promoting the Class Ring, Merchandise and Brick programs.
- Assist VP with tracking sales data.

Alumni Experience Team Member

- Serve as a member of the Alumni Experience Team by collaborating with colleagues across disciplines to develop strategies for alumni engagement.
- Attend Alumni Association events as required.

Experience and Qualifications

The Coordinator of Strategic Partnerships and Engagement will be a motivated, entrepreneurial, innovative and results-driven team member with a passion for the University of South Carolina, its students and alumni. Qualified candidates will bring a proven track record of organization and communication. The successful candidate will show a commitment to and enthusiasm for our core values: Find a Way, Get Stuff Done, Show Team Spirit and Create Meaningful Experiences.

Basic Qualifications:

- 1-3 years related work experience is preferred
- Demonstrated project management skills.
- Demonstrated written and oral communication skills.
- Demonstrated PowerPoint and/or Canva, Excel, Word, Google Doc skills.
- Excellent organizational skills.
- Excellent interpersonal skills, including the ability to communicate and work effectively with team members from all departments, as well as externally with individuals from diverse backgrounds and cultures.
- Ability to maintain a high level of professionalism, discretion and confidentiality.
- Strong attention to detail in composing and proofing materials. Must be able to establish priorities and meet deadlines.
- Must be able to work in a fast-paced environment with demonstrated ability to handle multiple competing tasks and demands.

- Ability to work some nights and weekends; flexibility is a must.
- Some limited travel is required.

Education

An undergraduate degree from an accredited institution is required.

Compensation

Salary will be commensurate with experience plus a comprehensive benefits package including health, dental, vision and a 403(b)-retirement plan. Other benefits include 30 days of paid time off, tuition reimbursement at the University of South Carolina and free parking at the Pastides Alumni Center.

How to Apply

Please email your resume and cover letter in PDF format to jobs@uscalumni.com with “Coordinator of Strategic Partnerships and Engagement” in the subject line.

We will confirm receipt of your application within a few business days.

We will be accepting applications until a candidate has been selected.

If selected for an interview, you will be contacted by phone and email.

Equal Opportunity Employer

The University of South Carolina Alumni Association is an Equal Opportunity Employer and **Prohibits Discrimination and Harassment of Any Kind.**

- The Association is committed to the principle of equal employment opportunity for all employees and to providing employees with a work environment free of discrimination and harassment.
- All employment decisions at the Association, including hiring, are based on business needs, job requirements and individual qualifications for the job to be filled, without regard to race, color, gender, religion or belief, family or parental status, sexual orientation, or any other status protected by United States or South Carolina laws or regulations.
- The Association reasonably accommodates qualified individuals with disabilities to enable them to receive equal employment opportunity and/or perform the essential functions of the job unless the accommodation would impose an undue hardship to the Association. This applies to all applicants and employees.
- The Association will not tolerate discrimination or harassment.