

WILLIAM & MARY

UNIVERSITY ADVANCEMENT

Coordinator, Alumni Experiences & Services

Mission Statement

University Advancement creates the conditions for opportunity – human, financial & experiential – by garnering and stewarding the resources that advance William & Mary.

Position Summary

The Coordinator for Alumni Experiences & Services at the Alumni House at William & Mary is a critical member of the Business Development & Alumni Experiences team in the Office of University Advancement at W&M and is responsible for providing exceptional event and administrative support and exemplary customer service to alumni and guests at the Alumni House.

The Coordinator is responsible for engaging members of the W&M and broader community, supporting programming and events that contribute to the team's engagement and educational goals. The Coordinator will provide direct operational and administrative support to the Alumni Experiences and Alumni Services programs. The Coordinator reports to the Associate Director for Alumni Experiences.

The Coordinator for Alumni Experiences & Services will help foster a culture of belonging that embraces all people and perspectives. This is a full-time, in-person position based in Williamsburg at the W&M Alumni House.

This position is classified as operational, meaning it is salaried and eligible for overtime (non-exempt). For benefits and leave purposes, this role falls under the "Operational" classification.

Learn more about University Advancement and view the full position description for this job on the University Advancement recruitment website: <https://advancement.wm.edu/come-work-with-us/open-positions/index.php>.

Required Qualifications

- High school graduate or equivalent.
- Administrative experience in a fast-paced office environment.

- Knowledge of various marketing practices and plans with the ability to develop and support such plans.
- Analytical, computational, and quantitative skills, with the ability to track and compile data to produce reports in a variety of formats.
- Computer proficiency in a variety of software applications to include MS Office, Adobe, and web-based marketing and scheduling platforms.
- Excellent oral and written communication skills, with strong customer service skills and the ability to work effectively with internal and external constituencies, while exercising diplomacy and tact in all interactions.
- Detailed planning skills, with knowledge of event venue management and travel coordination.

Preferred Qualifications

- Bachelor's degree.
- Experience in higher education and/or non-profit environment.
- Knowledge or familiarity with travel logistics planning and experience with event planning and management.
- Previous administrative or coordination experience, preferably in alumni relations or event planning.
- Demonstrated experience in data tracking and management for venue management and/or travel related industry.
- Experience working in a customer service/hospitality focused role.
- Experience with social media and web marketing-based platforms.
- Experience with vendor management.
- Experience with the Commonwealth of VA policies and procedures.

Conditions of Employment

- This is a non-exempt position, eligible to receive overtime in accordance with the Fair Labor Standards Act. This position is subject to overtime (both scheduled and unscheduled), as directed and approved by the supervisor.
- This position may require additional hours beyond the typical work week, especially evenings and weekends around major activities and events.
- Flexibility is required to travel as needed.

Job Duties

Administrative Support for Alumni Experiences & Services, 75%

- Serve as the first point of contact at the Alumni house, greeting alumni and visitors from the hospitality desk in the lobby.
- Track Alumni Journeys and Lifelong Learning data to support the Associate Director in forecasting budgets and programming.
- Assist in the day-to-day operations of the Alumni Journeys and Lifelong Learning registration process to include processing payments, tracking registrations and engagement, follow up and direct communications with travelers as required. Prepare host travel documents and materials for Alumni Journeys trips in partnership with Associate Director.
- Provide participants with essential information and serve as their first point of contact, offering support for travel-related and Lifelong Learning inquiries.
- Maintain accurate records in alumni databases, ensuring that information is up-to-date and accessible, and generate reports and analytics related to alumni experiences and services programs as needed.
- Collaborate with the finance department to ensure accurate and timely financial reporting of alumni experiences programming, products and services.
- Foster positive relationships with alumni through effective communication and responsiveness.
- Gather feedback from alumni participants to assess the success of trips and lifelong learning programs for the team to make continuous improvements and use this information to prepare post-trip/program reports, including feedback from participants and recommendations for improvement.
- Collaborate with the Associate Director to manage the @wmalumnijourneys social media channel, developing and executing clear marketing plans and goals.
- Prepare and organize documents, reports, and presentations as needed.
- Serve as a liaison between the Alumni Experiences & Services team and internal/external stakeholders, ensuring effective communication.
- Support the hospitality team through mail retrieval and distribution, fulfilling gift shop purchases and orders, managing the alumni lounge hospitality stock, etc.
- Draft and edit communications, including emails, newsletters, and promotional materials.

- Assist in budget management, including tracking expenses, processing all team payment requests and invoices, and reconciling financial transactions.
- Take on special projects and assignments as directed by the Senior and Associate Director to support departmental goals and initiatives.

Alumni House Events, 15%

- Manage the daily alumni house venue rental schedule and calendar for all meetings, appointments, university and private events through the department email account.
- Assist in the planning and execution of alumni events at the alumni house.
- Create event agreements, layouts and diagrams for special events utilizing provided software tools.
- Provide onsite support and serve as main point of contact for W&M department meetings taking place at the Alumni House, addressing client needs and troubleshooting issues as they arise.
- Manage reception area and event spaces at the Alumni House, ensuring they are inviting, organized, and clean.

Commemorative Brick Program 10%

- Serve as primary point of customer service and relationship point contact for customers who purchase a commemorative brick for Clarke Plaza
- Track, manage and fulfill all brick purchases from inquiry to installation.
- Coordinate with the finance team, gift accounting, and web team to ensure accurate data and information is entered and available in the CRM portal and website.

Equal Opportunity Statement

EEO is the Law. Applicants can learn more about William & Mary's status as an equal opportunity employer by viewing the "Know Your Rights" poster published by the U.S. Equal Employment Opportunity Commission. <https://www.eeoc.gov/know-your-rights-workplace-discrimination-illegal>

Background Check Statement

William & Mary is committed to providing a safe campus community. W&M conducts background investigations for applicants being considered for employment. Background investigations include reference checks, a criminal history record check, and when appropriate, a financial (credit) report or driving history check.

Benefits Summary Statement

William & Mary offers our employees a full array of benefits including retirement, health insurance with options for expanded dental and vision along with group and optional life insurance with coverage for spouse and children, flexible spending accounts, and an EAP (Employee Assistance Program). Our employees enjoy additional university benefits such as educational assistance, professional development, wellness benefits, and a robust holiday schedule. All employees have access to fitness facilities on campus. Staff members also have access to the university libraries, and much more. To learn more, go to:
<https://www.wm.edu/offices/uhr/benefits/index.php?type=none>

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In addition to salary, William & Mary provides wonderful benefits and perks that add to an employee's total compensation package. Below is a comprehensive overview of benefits for the **Coordinator, Alumni Experiences & Services** with the top salary of **\$46,125, commensurate with experience**. This position is classified as operational which defines the benefits package.

HEALTH & LIFE

Our **health plan options** are designed to support a healthy lifestyle for you and your family. As state employees, we have multiple health insurance plans to tend to our employees' health needs. The Commonwealth's Department of Human Resources Management (DHRM) administers all plans. For in-depth descriptions and cost of premiums for each plan, including optional buy-ups, visit [DHRM's Health Benefits website on plan choices](#). *New employees are required to make health coverage selections within 30 calendar days of hire date.*

Optional Life Insurance For benefits-eligible employees, a group life insurance policy is provided for you. The amount is equal to your annual salary rounded to the next highest thousand (when applicable), and then doubled. This is a double indemnity policy that would pay twice the value of the insurance in the event of an accidental death. .

Long Term Care Insurance The Virginia Retirement System (VRS) has contracted with Genworth Life Insurance Company to offer Long-Term Care Insurance to Commonwealth of Virginia employees. Coverage is participant-paid (directly billed to employees and not payroll deducted) for a monthly benefit allowance of covered long-term care expenses.

TIME OFF

In addition to 12 paid holidays per year, you will accrue 12 days per year of **annual leave**, which may be used however you wish, including vacations and other personal purposes, or to cover other kinds of leave for which you have zero balance.

A benefit unique to William & Mary eligible employees is an additional 16 hours of paid leave per year for **community service leave**, for services within their communities through school assistance or as a volunteer member of a community service organization, so you can get out there and be a part of the broader community.

RETIREMENT

In addition to Social Security, contributions will be made for you to a Virginia Retirement System (VRS) plan. The VRS plan that you are eligible to participate in is based on your hire date.

VRS Hybrid Plan (for employees hired on or after January 1, 2014 with no prior state service)

This is a combination of a defined (or fixed) benefit retirement plan and defined contribution (or 401k-like) plan. Members must have at least five years of service and have attained age 60 to retire early with reduced benefits. To receive full benefits, the member must be of social security age and have at least five years of service credit or when age and service credit equal at least 90.

The benefits received under the defined benefit portion of the plan are determined by salary, length of service, age at retirement, and the retirement income option selected (e.g., survivorship, partial lump-sum optional payout). The benefits received under the defined contribution portion of the plan are determined by the contribution level and fund performance over time. More information about the [VRS Hybrid Plan](#) can be obtained at the VRS website.

ADDITIONAL PERKS

In addition to the perk of living in Williamsburg, close to beautiful parks, nature trails, fabulous shopping, Second Sundays on Merchant's Square, farmer's markets and more, William & Mary employees enjoy these additional perks.

EMPLOYEE EDUCATIONAL ASSISTANCE

Under the [Educational Assistance Policy](#), faculty and staff who are eligible for retirement participation may be eligible to enroll in certain academic credit courses at William & Mary and have the current tuition paid or waived for up to 6 credit hours each semester and during summer session (all summer sessions combined). Some restrictions do apply. In certain cases, an employee may be approved to enroll in an academic course at an institution other than William & Mary and have the current tuition reimbursed. If you have questions after reading the policy, please contact the Tax Compliance Office at Tax@wm.edu.

AFLAC

Employees can choose from different optional policies for coverage such as cancer insurance, intensive care insurance and disability, etc. These are optional plans. For additional information please call 1-800-992-3522 or visit [AFLAC](#) on the web.

DISCOUNTS

W&M ID Card Local Discounts: Employees can use their ID card at participating local vendors in the Williamsburg area to receive discounts on meals, lodging and purchases.

Colonial Williamsburg Collegiate Pass: W&M employees are eligible for a discounted Colonial Williamsburg Collegiate Pass, which includes the use of Colonial Williamsburg's bus system and admission into any of the exhibits in the restored area. Present your W&M ID at the Colonial Williamsburg Visitor's Center or ticket offices to get your discounted pass.

Statewide Discounts: [DHRM List](#) information is online.

OTHER GREAT PERKS

Use of W&M Facilities: Many university facilities, including the [recreational facilities](#) and [the libraries](#), as well as [fitness classes](#), are available to employees. Contact specific facilities for details.

SunTrust Bank: SunTrust Bank provides benefits to William & Mary employees. For questions and assistance, please contact your local Jamestown Road SunTrust Branch (1186 Jamestown Road, Williamsburg, VA 23185) at 757-603-4749.

Child Care: [Williamsburg Campus Child Care](#) (WCCC) is a nonprofit organization which has had a successful program in Williamsburg since 1981.

CommonHealth: [CommonHealth](#) of Virginia offers programs available to all full-time William & Mary employees and dependents.

Legal Resources: [Legal Resources](#) is a program that allows employees to pay \$16.50 per month for legal services. Visit the website to learn more.