

Job Level	Athletics Development Intern – Major Gifts	Technical/Support Level I
Oversight Received	<ul style="list-style-type: none"> * The Athletics Development Intern/Major Gifts is an entry-level professional position responsible for assisting with the day-to-day operations of the Development office. * Assist Ram Club and Major Gift Officers on special projects and administrative tasks 	<ul style="list-style-type: none"> • Completes tasks without immediate supervision • Work is regularly checked.
Problem Solving	<ul style="list-style-type: none"> * Track and process donations received in the mail, on-line and over the phone and assist with online data entry and database management * Track gifts received for outstanding ARB, pledge reminders, gift acknowledgements, ticket balances for priority and premium seating and multi-year pledges * Enter data and ensure agreement and accuracy between Advance and Paciolan 	<ul style="list-style-type: none"> • Problems encountered are varied but similar. • Responses typically drawn from pre-established solutions. • Resolves non-routing issues escalated from junior team members
Interaction/ Communication	<ul style="list-style-type: none"> * Provide exceptional customer service and accurate and timely communications on inquiries regarding all major gifts operations by phone and email and in-person at the office and at select events * Assist with game-day and special event set-up for select donor groups, including major and prospective donors, alumni and friends of the program * Serve as initial point of contact; assist with hospitality and customer service 	<ul style="list-style-type: none"> • Audience is typically knowledgeable about the subject matter. • May need to present information in multiple written forms.
University Impact	<ul style="list-style-type: none"> * Compile collateral materials; serve as an initial point-of-contact for all general development duties involving scholarship/legacy donors, Ram Club members, priority seating donors, sports club contributors, etc. 	<ul style="list-style-type: none"> • May be accountable for on-time delivery of own work or that of others on the team.
Typical Education	<ul style="list-style-type: none"> * Bachelor's Degree required in sports management, exercise science, business, journalism, communications, sociology, liberal arts, education or any other field related to duties and responsibilities 	<ul style="list-style-type: none"> • Requires technical know-how and broad understanding of subject area. • May require vocational qualification or certification.