



JOB DESCRIPTION

We at Kwantlen Polytechnic University respectfully acknowledge that we live, work and study in a region that overlaps with the unceded traditional and ancestral First Nations territories of the Musqueam, Katzie, Semiahmoo, Tsawwassen, Qayqayt, and Kwikwetlem, and with the lands of the Kwantlen First Nation, which gifted its name to this university.

POSITION TITLE: Director, Alumni Affairs

DEPARTMENT: Office of Alumni Affairs

DATE CREATED: April 2016

DIVISION/FACULTY: Office of the Vice President, Students **DATE REVISED:** December 2025

ORGANIZATIONAL STRUCTURE

This role reports to the Vice President, Students. Reporting directly to this position are Alumni Affairs Coordinators, Alumni Affairs Assistant, and an Advancement Officer, Alumni Affairs.

PRIMARY FUNCTION

The Director of Alumni Affairs is a dual-role position that will manage and develop Alumni Affairs at Kwantlen Polytechnic University (KPU) as well as provide dedicated support to the KPU Alumni Association (KPUAA) and its members.

The Director, Alumni Affairs has strategic oversight of Alumni Affairs at KPU and plays a key role in developing a passionate, connected community of KPU Alumni. The Director uses their extensive knowledge of KPU alumni within key alumni markets to develop a plan to increase Alumni engagement by solidifying the relationships between KPU and its Alumni. Further, the Director is responsible for the planning and implementation of programs and projects that strategically engage alumni. The Office of Alumni Affairs operationalizes the strategic plan of the KPU Alumni Association, and the Director leads this effort.

Serving as an ambassador, the Director, Alumni Affairs is charged with engaging alumni and securing commitments from them to engage with their alma mater in a variety of ways. The Director collaborates with colleagues in the University's Faculties and appropriate administrative divisions (including, but not limited to Co-op and Career Services, the Future Students' Office, and the Office of Advancement) to create and maintain pathways for alumni participation that advance the goals of the University. This includes actively engaging with future alumni before they graduate.

The Director, Alumni Affairs will also provide leadership to the KPU Alumni Association in promoting its goals and aspirations. As support to the Board of Directors, this position provides leadership in the area of governance, fundraising and resource development, strategic planning and implementation, financial oversight, and program and project support. The Director ensures the recruitment, succession planning, training, and development of alumni volunteers, including those serving on the Board of Directors.



KEY RESPONSIBILITIES

1. Supervises and provides leadership to direct reports by coaching and modeling key behaviours/strategies, encouraging dialogue and providing guidance and advice to facilitate resolutions to work issues. Assists team members to define shared and individual goals, meet target dates and ensure alignment of team goals. Monitors and assesses performance.
2. Contributes to effective employee and labour relations by administering the collective agreement(s), representing management in the grievance process and consulting with Labour Relations regarding collective agreement interpretation, as appropriate. Provides input to management negotiating team for collective bargaining purposes, as needed.
3. Directs the activities of Alumni Affairs staff to ensure that:
 - a. KPU's Alumni Affairs Department maintains regular communication with alumni via direct contact, email blasts, alumni web pages, social media, online newsletter and appropriate print publications.
 - b. KPU's Alumni Affairs Department maintains accurate and complete alumni database records; captures contact, biographical and career information of alumni via surveys, projects, correspondence, website, postal returns, engagement at Convocation, etc.
 - c. The Alumni Association's strategic plan is reviewed annually and updated as required and the annual operations plan for Alumni Affairs, including metrics and measurements of success, are developed and implemented and an annual report on outcomes is presented to the Vice President, Students and to the KPUAA board.
 - d. KPU's Faculty and the appropriate administrative divisions receive support to enable and increase their role in advancing the goals of the KPU Alumni Affairs Plan and the over-arching goal of continually increasing engagement with KPU's alumni. This includes working closely with Faculties to create active and engaged Alumni Chapters.
 - e. A wide range of relationships are built with alumni, locally, regionally, nationally, and internationally.
 - f. That graduating students (future alumni) are educated about alumni benefits and are engaged in programs and have opportunities to participate in KPUAA and Alumni Affairs events at KPU.
 - g. Affinity Agreements are pursued with the goal of providing:
 - h. Revenue for the KPUAA, and/or
 - i. Benefits for KPU alumni.
4. Responsible for ongoing and meaningful consultation and engagement with the KPUAA board of directors on the planning and direction of Alumni Affairs at KPU.



5. Leads and coordinates the annual budget development process, with support from the Vice President, Students as needed.
6. Oversees and balances the budget for Alumni Affairs; within the annual program budget, manage existing and/or additional alumni programs, services, and communications.
7. Supervises work/study employees (p/t) and provide guidance to alumni volunteers.
8. Provides strategic advice and support to the Office of Advancement in creating and implementing a strategic plan for Alumni fundraising. This support will include routinely identifying and qualifying alumni prospects for gifts; communicating development-related activities via written contact reports filed in Blackbaud NXT and periodic attendance at prospect management meetings.
9. Stays abreast of current best practices in managing Alumni Affairs, including participating in conferences and workshops, and communicating regularly with colleagues in the Lower Mainland and Fraser Valley.
10. In providing administrative oversight to the KPUAA, the Director will:
 - a) Work closely with the KPUAA Board of Directors, serve as an ex officio member of the KPUAA board of directors, and fulfill the duties as outlined in the KPUAA Board Governance Manual.
 - b) Ensure support is provided to arrange the board's meetings, staff its committees, organize and activate its events and promote strong and productive relationships between its members and KPU's academic and administrative leaders.
 - c) Act as a resource to the KPUAA Board of Directors so that policy decisions are made on an informed basis; suggest new policy initiatives and review existing policies with the goal of strengthening organizational performance.
 - d) Facilitates development of a vision, strategy and implementation plan for the association; and identifying required personnel and financial resources
 - e) Provide guidance and advice to the Board on process issues such as decision-making, accountability, and establishing and interpreting terms of reference.
 - f) Work with the Board Treasurer to develop the KPUAA annual operating budget and present it to the Board of Directors for approval.
 - g) Deliver financial reporting to the Risk Committee and Board of Directors regularly.
 - h) Manage the finances of the association within the constraints of the approved budget.
 - i) Develop and maintain relationships with potential funding sources and ensure the preparation of funding proposals.
 - j) Develop and sustain effective communication and engagement across multiple channels, including social media, between KPUAA and its stakeholders: alumni, future alumni, and the broader community.



- k) Maintain effective communication between the KPUAA Board of Directors and KPU senior management.
 - l) Ensure that the terms of the Memorandum of Agreement between KPU and the KPUAA are upheld.
11. Establishes a high personal standard of service and performance by actively participating in other duties as assigned, education seminars, training programs, etc.
12. Contributes to and promotes a safe, equitable, respectful, and inclusive work environment by adhering to University policies and procedures and completing mandatory training programs.

QUALIFICATIONS

EDUCATION & EXPERIENCE

- Bachelor's degree in a related field, Master's preferred.
- A minimum of seven years of experience in alumni relations with demonstrated accomplishment in engaging alumni and future alumni, fostering productive relationships with volunteers and developing volunteer leadership.
- A minimum of five years of management/leadership experience in a post-secondary setting.
- Project management experience would be considered an asset.
- Or an equivalent combination of education, training and experience.

KNOWLEDGE, SKILLS and ABILITIES

- Proven leadership abilities, including experience working with a volunteer board of directors.
- Excellent communication and interpersonal skills, together with the ability to work collaboratively and courteously with colleagues throughout the University, alumni, volunteers, other constituents, and the public.
- Excellent verbal and presentation skills.
- Strong interpersonal and intercultural skills; an appreciation for diversity and adaptability to different groups and cultures.
- The demonstrated ability to strategize, implement and build constituency programs and activities, along with a talent for motivating volunteers.
- Demonstrably strong writing, planning and organizational skills and a collaborative problem-solving approach.
- Flexibility and initiative, as well as the ability to work independently, combined with the skills for thriving in a team environment to achieve institutional goals.
- Experience in initiating, planning, implementing, and evaluating Alumni engagement programs.
- Demonstrated ability to set priorities and be creative in an environment where resources are generally outstripped by demand.
- Ability to organize and complete multiple tasks simultaneously with close attention to detail and the ability to prioritize to meet deadlines.
- Experience with Budget development and management.



- High degree of professional and ethical standards for handling confidential information, including a shared donor database.
- High level of competency in computer, software, and technology skills to maximize organizational goals.
- Experience with Blackbaud NXT or a similar constituent database.
- Strong working knowledge of B.C.'s *Societies Act* and any other relevant legislation.
- Knowledge and connection to corporate and not-for-profit sectors in the Lower Mainland.
- Understanding of the post-secondary sector and its associated government regulations.
- Intercampus and community travel is required, possession of a valid driver's license and access to a vehicle is preferred.

COMPETENCIES

- **Leadership:** KPU employees inspire, coach, mentor, and support students, employees and KPU as a whole in achieving objectives.
- **Accountability:** KPU employees demonstrate fiscal accountability and take ownership for their actions, decisions and results.
- **Continuous Improvement:** KPU employees take a creative approach to opportunities, exploring unique ways to create optimal value for the KPU community.
- **Collaboration:** KPU employees work in functional and cross-functional teams, coming together to solve complex issues and accomplish objectives that will benefit the KPU community.