



Marquette University – Position Description

Title: Assistant Director of Gift Services
Reporting to: Director of Gift Services

Position Purpose:

The Assistant Director of Gift Services is responsible for the timely recording and acknowledging of charitable gifts to the university. The Assistant Director of Gift Services directly supervises the Gift Services Coordinator and Gift Services Assistants. The assistant director plays a key role in the leadership of the Gift Services unit of the University Advancement Operations division.

Responsibilities:

The Assistant Director of Gift Services oversees all activity relating to recording, balancing and maintaining the transaction information of gifts, pledges, payments and bequests, as well as the receipting of gifts, reminding of pledge obligations, and performing pledge write-offs (individual or mass), adjustments, and voids.

- Manage process and workflow for recording, receipting, and acknowledging gift, pledge, payment and bequest transactions including direct management of staff.
- Generate regular reports to reconcile to financial reports, produce error-checking reports, pledge receivable reports, weekly transaction reports. Perform ad hoc report analysis as needed.
- Develop and manage process to reconcile and balance transaction batches for submittal of interface file and summary interface reports to the Comptroller's office.
- Communicate with Development, Alumni and University Departments regarding allocation and handling of gifts, gift-in-kind value, matching gifts, estate gifts, stock gifts, grants, and employee payroll deductions.
- Perform adjustment transactions, corrections and write-offs.
- Oversee periodic generation of pledge reminders and pledge write-offs.
- Develop and implement procedures to assure accurate and timely processing of gifts, pledges and payments into the Raiser's Edge system.
- Liaison to Finance and Comptroller's office on matters concerning account creation, deactivation, on these matters.
- Liaison for internal audit.
- Manage set up of new accounts in Raisers Edge.
- Post gift transactions to Financial Edge on a daily basis.
- Manage grant account set-up and recording of grants in Raisers Edge.
- Process monthly payroll deductions.
- Athletics liaison including developing a smooth transition for season ticket donations.
- Completing miscellaneous manual report request.
- Other duties as assigned.

Skills:

Administrative:

Structure and Staff – recruits and hires the right people for permanent and temporary assignments; builds a strong team with complementary strengths; provides for staff continuity; forms the right structures and teams. (Student workers)

Develops systems and processes – identifies and implements effective processes and procedures for accomplishment of work.

Manage execution (secondary) – assigns responsibilities, delegates and empowers others; removes obstacles, allows for and contributes needed resources, coordinates work efforts when necessary, monitors progress

Work efficiently – allocates one's own time efficiently; handles multiple demands and completing priorities, efficiently processes paperwork; manages meetings effectively.

Communication:

Speak effectively - speaks clearly and expresses self well in groups and in one-to-one conversations.

Listens to others – Actively attends to and conveys understanding of the comments and questions of others; listens well in a group.

Deliver presentations – Prepares and delivers clear, smooth presentations; carries self well in front of a group.

Prepare written communications (secondary) – Conveys information clearly and effectively through both formal and informal documents, reviews and edits written work constructively.

Interpersonal Skills:

Display organizational savvy (secondary) – Develops effective give-and-take relationships with others; recognizes and effectively balances the interests and needs of one's own group with those of the broader organization.

Leverage networks (secondary) – Identifies and cultivates relationships with others; understands the agendas and perspectives of others; recognizes and effectively balances the interests and needs of one's own group with those of the broader organization.

Value diversity – Shows and fosters respect and appreciation for each person whatever that person's background, race, age, gender, disability, values, lifestyle, perspectives, or interests; seeks to understand the worldview of others; sees differences in people as opportunities for learning about and approaching things differently.

Leadership:

Influence others - Asserts own ideas and persuades others; gains support and commitment from others; mobilizes people to take action.

Coach and develop others – Accurately assesses strengths and development needs of employees; gives timely, specific feedback and helpful coaching; provides challenging assignments and opportunities for development. (student workers and fundraisers)

Motivation Skills:

Drives for results – Drives for results and success; conveys a sense of urgency and drives issues to closure; persists despite obstacles and opposition.

Shows work commitment – Sets high standards of performance, pursues aggressive goals and works hard to achieve them.

Organizational Knowledge:

Use financial and quantitative data – Establish realistic budgets; uses financial and quantitative information effectively to manage.

Use technical/functional expertise – Possesses up-to-date knowledge in the profession or industry; is regarded as an expert in the technical/functional area; accesses and uses other expert resources when appropriate.

Know the business (secondary) – Shows understanding of the issues relevant to the broad organization and business; keeps that knowledge up-to-date; has and uses cross-functional knowledge.

Organizational Strategy Skills:

Focus on customer needs – Anticipates customer needs, takes action to meet customer needs; continually searches for ways to increase customer satisfaction.

Self-Management Skills:

Act with integrity – Demonstrates principled leadership and sound business ethics; shows consistency among principles, values, and behavior; builds trust with others through own authenticity and follow-through on commitments.

Demonstrate adaptability – Handles day-to-day work challenges confidently; is willing and able to adjust to multiple demands, shifting priorities, ambiguity, and rapid change; shows resilience in the face of constraints, frustrations, or adversity; demonstrates flexibility.

Develop Oneself – Learns from experience; actively pursues learning and self-development, seeks feedback and welcomes unsolicited feedback; modifies behavior in light of feedback.

Thinking Skills:

Analyze issues – Gathers relevant information systematically; considers a broad range of issues or factors; grasps complexities and perceives relationships among problems or issues; seeks input from others; uses accurate logic in analyses.

Use sound judgment – Makes timely and sound decisions; makes decisions under conditions of uncertainty.

Qualifications:

A Bachelor's Degree or equivalent is required. This position requires knowledge of accounting principles and financial reporting and the ability to understand CASE Reporting Standards, FASB, IRS Regulations, and other governing policies and procedures relating to the processing of charitable gifts. Good verbal and written communication skills are essential. The ability to manage support staff and direct workflow is required.

A fundamental understanding of fundraising is necessary to perform the duties of the position. Specific experience with a fundraising database such as Raisers Edge is helpful. In addition, the manager must be adept with a PC and skilled in the use of Microsoft Office software including Excel, Word, Access and Outlook.