

# Senior Director of Advancement and Alumni Operations Services

## POSITION SUMMARY:

The Senior Director of Advancement & Alumni Information Operations is responsible for daily management of the operations activities supporting the development and alumni areas, including records management, gift processing, data retrieval, data reporting and prospect management. The Senior Director is the key liaison to the Office of Information Technology Service. Primary administrative activities include implementing, coordinating and directing a plan for advancement and alumni information services.

## PRINCIPAL DUTIES AND RESPONSIBILITIES:

1. Represents the University in the most positive manner with prospective, former and current students, clients, suppliers and the community we serve. Interacts effectively with a diverse group of faculty, staff, students and other customers of our service, learns and uses operating practices of the department and the University.
2. Upholds the Mission Statement: *An inclusive community dedicated to the transformative power of learning.*
3. Handles confidential information with tact and discretion.
4. Oversees the alumni/development database for the College including data integrity, reports, gift and demographic data entry, prospect management, and overall system upgrades and use.
5. Manages, supervises and appraises performance of 3-person operations staff.
6. Directs the information and records management operations (using Raiser's Edge), and the development of a strategic plan for long-term storage of constituent records.
7. Coordinates campus/departmental requests for alumni and other constituent data.
8. Manages the gift processing and donor acknowledgment operation.
9. Develops the prospect and donor research program, including providing confidential research on individuals, corporations, foundations and governmental agencies and data screening.
10. Directs the preparation and maintenance of internal and external reports (gift income, donor lists, pledge and prospect reports, VSE and other surveys) necessary to carry out the functions of the department.
11. Monitor software and hardware inventory and contracts for development and alumni offices.
12. Develops and maintains a series of system audit reports that regularly review data and computer-generated reports to 1) confirm accuracy and 2) identify potential problems with software and custom processes and reports.
13. Plans, prepares, and administers the budget of the Advancement Services team to ensure operation within fiscal constraints.
14. Formulates policies and procedures for the department in execution and interpretation of university policy.

15. Attends university-wide Data Management Committee.

**OTHER DUTIES AND RESPONSIBILITIES:**

- Performs other duties as assigned or necessary.

**KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:**

1. Bachelor's degree, advance degree a plus.
2. Minimum 6-8 years experience working in a information systems role supporting fundraising, preferably in a higher education setting.
3. Working Knowledge of Raiser's Edge required, with understanding of Datatel System and/or Crystal Report writing experience preferred.
4. Advanced knowledge of development activities with particular emphasis on information systems, development operations, prospect research, and office operations.
5. Advanced knowledge of fundraising procedures.
6. Knowledge of alumni programs processes and procedures.
7. Knowledge of principles and practices of university administration.
8. Ability to interpret IRS rulings as they apply to charitable contributions and fundraising.
9. Ability to communicate effectively, both orally and in writing.
10. An understanding of and appreciation for a team-oriented management style.
11. An entrepreneurial personality, confidence and the ability to be an independent and analytical thinker.