

Director of Development Services – Gift Administration

The Director of Development Services - Gift Administration works closely with the Assistant VP of Development Services, Director of Development Services, Development Officers and other staff, the Finance Department, Internal Audit, external auditors, and other hospital divisions to ensure accurate recording and distribution of gifts into funds. This is accomplished through standard setting, establishing accountability mechanisms, reporting and forecasting, and providing advice and consultation to the Development department.

The Director oversees the daily operations of the Data Center, managing all donations processing, receipting, acknowledging, and pledge management activity for a department raising \$55 million or more per year. Manages daily workflow and monthly financial reconciliation. Primary responsibilities will involve data integrity of donation information as well as monitoring data input errors within the unit and beyond, and updating and maintaining constituent records processes while adhering to departmental policies and procedures.

The Director is expected to participate in the system analysis of a donor database, which includes gift policy administration, gift and data acceptance and entry, and user training. The Director is expected to have or quickly develop a thorough understanding of gift handling in a large organization, accepted IRS and CASE standards and procedures, and Raisers' Edge database processes and procedures. He or she is also responsible for ensuring PCI data security training and compliance throughout the department.

The Director will create, systematize and manage a new fund cost center process, including serving as liaison between Finance and divisional business managers to consolidate information and provide accurate transfer from old fund recording system into new.

Job Responsibilities:

Establishes and documents departmental policies and procedures and updates the department's manuals describing donations processing policies, procedures, systems and taxation rules and regulations.

Implements training programs and administrative systems for gift processing and management for Development staff.

Ensures that all IRS guidelines pertaining to the processing and receipting of donations are met. Serves as departmental expert on IRS guidelines and CASE reporting standards.

Develops and implements best practices related to capturing biographical information during gift entry process. Proactively identifies opportunities to consolidate work, centralize, automate, increase accuracy.

Becomes departmental expert on new credit card security rules, and ensures PCI training and compliance throughout department.

Project Management: Works closely with Development Services staff to provide solutions and implement new processes and procedures for Special Events, CMN, Cause Marketing, online and telemarketing gift processing. Becomes expert in use of technologies including Papersave and the Custom Import Module as they relate to Gift Processing.

Working with Finance, drives pledge re-coding and pledge update projects. Oversees new Matching Gifts project. Oversees and systematizes new fund process.

Manages Tribute gift program and makes suggestions for improvement.

Supervision: Manages daily workflow of three gift processing staff to ensure quality of work performed. Builds capability of staff to provide opportunities to increase responsibilities and grow to next job level. Supervises work of Quality Assurance Coordinator responsible for gift coding, PaperSave and Custom Import workflow and data maintenance queries and tasks.

Requirements:

- Bachelor's degree preferred, in accounting or finance, or equivalent combination of education and experience
- Five – 10 years experience in Development, at a senior level preferred. Knowledge in areas of financial controls, gift acceptance, accounting, information systems.
- Supervisory skills of 5 years or more.
- Prior database systems experience
- Experience with data entry, preferably in an accounting or fund-raising environment.
- Familiarity with gift processing and/or fund-raising principles required.
- Strong leadership capabilities; excellent judgement and decision-making abilities, ability to interpret and evaluate policy and procedural requirements and produce and analyse data; effective written and oral communication skills, organisational and interpersonal skills. Excellent presentation skills.
- Must be able to work under the pressure of time and frequent requests from multiple sources each having their own timelines and constraints and with all levels of academic and administrative staff.

Additional Requirements:

- Knowledge of Raiser's Edge strongly preferred
- Understanding of FASB and basic accounting practices and ability to generate, review, verify and reconcile financial reports.
- Good written and oral communication skills.
- Intermediate knowledge of MS Word, Excel, Access.
- Ability to manage multiple priorities and time effectively.
- Ability to maintain confidentiality of donor information.
- Excellent interpersonal skills, including the ability to relate well to individuals from diverse backgrounds. Must maintain and exhibit the highest standards of ethical conduct.

Position reports to: Assistant Vice President, Development Service