DIRECTOR OF ADVANCEMENT SERVICES

Department: Office of Advancement

Position Summary: Responsible for the maintenance and administration of data systems and processes related to the Office of Advancement, oversight of Gift Processing Coordinator and Prospect Research Coordinator, and consultation on constituent data management and Business Intelligence. This role also serves as liaison between the Office of Information Technology and the Office of Advancement and provides external program support related to Advancement systems.

Essential Responsibilities:

Advancement Database Records Management, Data Integrity, and Gift Processing (Core Development Services)

- Provide leadership to Advancement Services team
- Organize and maintain constituent records and data within Raiser’s Edge NXT accurately and in a timely manner. Continuously audit, document, and recommend improvements for Advancement data processes
- Oversee and provide support for gift processing functions, including the recording, posting, and reporting of gifts, pledges and pledge payments
- Serve as liaison between the Office of Information Technology and the Office of Advancement for computer and network support, including Raiser’s Edge NXT and ImportOmatic
- Provide support for web-based giving transactions and NetCommunity

Office Staff Data Support

- Provide support for Advancement and University leadership in relation to donor tracking and management
- Collaborate with the Annual Giving Manager in relation to the Phonathon and direct mail programs
- Extract required information from the database and assist staff in running queries, lists, and reports, and train staff to run their own frequently used reports
• Provide Raiser’s Edge NXT training to Advancement staff as needed

Other University and Seminary Staff Data Support
• Provide data to external constituencies, vendors, and external agencies as needed
• Collaborate on projects and initiatives, and coordinate data needs and financial reports with schools and departments as needed
• Other duties as assigned

Essential Qualifications:
• Bachelor’s degree
• Excellent working knowledge of and experience with databases and technology solutions for Advancement; experience with Raiser’s Edge NXT ideal
• Professional experience in Advancement / Advancement Services strongly preferred
• Strong MS Office experience, particularly an advanced working knowledge of Excel
• Ability to prioritize and execute projects in an organized manner and close attention to detail
• Strong interpersonal, critical thinking, and problem-solving skills
• Ability to provide Advancement Services training and resources for staff as needed

Effective Date: September 2021

NOTE: Nothing in this job description restricts the supervisor’s right to assign or reassign duties and responsibilities to this job at any time.