Position Title: Director, Advancement Services  
Supervisor: Executive Director, Alumni Relations and Advancement Services  
Classification: Administrative Management (exempt), full-time

The professional in this position, under the leadership and general direction of the Executive Director, Alumni Relations and Advancement Services, supervises two administrative managers and four full-time staff associates. The Director is a member of the Vice President for Development and Alumni Relations Leadership Team.

Based on a comprehensive knowledge and background in the management of information services, fundraising principles and strategies, the Director is responsible for the day-to-day management of all aspects of Advancement Services (AS). The Director monitors the integrity of the information contained in the database and determines how to translate data into usable, actionable information for the formation and execution of fundraising strategies and measures of success. The Director maintains close contact with key members of the College community and serves as the primary conduit for all internal and external gift information.

Major Responsibilities:

- Provides leadership and strategic oversight of AS in planning and achieving the College’s fundraising and alumni engagement goals.
- Responsible for building, leading, motivating, assessing and holding accountable the AS team.
- Establishes goals and metrics for AS.
- In collaboration with the Executive Director of Alumni Relations and Advancement Services, prepares, monitors and manages the AS operating budget.
- Initiates and chairs monthly meetings of the AS Technology Project Advisory Committee.
- Primary liaison with OIT and in collaboration with them evaluates, recommends, and manages hardware and software used for prospect, donor and gift records and reporting.
- Continues to develop the Millennium database into a robust and critical tool while managing information security, accuracy and integrity of donor records. Ensures technical support, training and updates are available to users as needed.
- Directs AS staff regarding timeliness, procedures and accuracy of gift receipts to donors, as well as benchmarks and reports on the gift receipting process in accordance with IRS and CASE standards
- Oversees staff involved in data coding, data entry and data extraction, including college work-study students
- Oversees and participates in the creation, execution and testing of new reports and existing reports. Supervises the maintenance and updating of all reports and donor records as needed.
- Oversees end of fund year processing, weekly and monthly reconciliation and provides gift reports for annual audit
- Completes and submits reports annually for VSE, CASE and US News and World Report
- Designs and produces critical periodic, analytical and statistical progress reports as requested/required by the Vice President for Development and Alumni Relations
• Imports/exports and manipulates data and downloads from other approved contractor sources such as iModules, Wealth Engine, etc. to Millennium
• Responsible for maintaining and updating relevant AS documentation, documents and manuals related to policy and procedures. Develops and implements new policies and procedures as needed.
• Responsible for oversight of prospect researcher and creation of donor profiles. Participates in regular Prospect Strategy meetings to ensure high-quality portfolios for gift officers
• Participates in all major College events as required.

Qualifications:
1. Bachelor’s degree required; master’s degree in information science (or related field) preferred.
2. Five years of Development Information Management experience (or equivalent) necessary, i.e. demonstrated success administering a CRM, preferably Abila Millennium.
3. In-depth knowledge of SQL Server. This includes writing and maintaining stored procedures, views, and functions. Also must be able to create Agent jobs. Some experience in HTML/JavaScript/XML/IIS is a plus. Knowledge regarding best security practices, the software development lifecycle, change control, and quality assurance is desired.
4. Five years of experience creating and maintaining Crystal Reports and SQL Server Reporting Services reports.
5. Knowledge of IRS regulations, gift accounting and data entry processes and procedures; accounting background an asset.
6. Previous development and/or alumni relations office experience preferred.
7. Exemplary skills in managing, supporting and mentoring staff at all levels.
8. Excellent organizational, written and oral communication skills required, including strategic analysis, creativity, flexibility and attention to detail. Ability to prioritize and manage workload. Strong problem solving and customer relations skills.
9. Ability to work independently and set priorities, as well as ability to respond to requests from numerous sources while serving as a member of a collaborative development and alumni relations team.
10. Ability to set goals and priorities, make recommendations, coordinate the work of the AS office and manage time effectively in order to balance the technology and managerial aspects of the position.
11. Some night and weekend work required.
12. Ability to understand and articulate the role of a small, private liberal arts college.