

# ADVANCEMENT SERVICES MANAGER

Department: Office of Advancement

Reports To: Assistant Vice President for Advancement

Position Summary: Oversees the maintenance and improvement of all data systems and processes related to the Office of Advancement, including gift processing, gift receipting and acknowledgement, and constituent data management. This person is responsible for the maintenance of the database system that supports the office's operations. The Manager acts as a 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)***

- To organize and maintain constituent records and data within the Advancement database accurately and in a timely manner. Continuously monitor, document, and recommend improvements for Advancement data processes.
- To supervise the Advancement Services Assistant who serves as the primary gift processor and supports other duties
- To have the ability to execute and oversee the gift processing function, including the recording, posting, and reporting of gifts, pledges and pledge payments
- To act as a liaison between the Office of Information Technology and the Office of Advancement for all computer and network support, including *The Raiser's Edge* database software
- To provide support for web-based giving transactions and Net Community

***Office Staff Data Support***

- To provide support for the VP, AVP, and Major Gift Officers in relation to donor tracking and management issues
- To work closely with the Annual Giving Manager and Phonathon Coordinator in relation to the Phonathon and direct mail programs
- To 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
- To provide Raiser's Edge systems training to Advancement staff as needed

***Other University and Seminary Staff Data Support***

- To provide data to external constituencies, vendors, and external agencies (ATS & VSE reports)
- To participate in projects and coordinate data needs and financial reports related to other departments, including Alumni Relations, Admissions, Athletics, and individual academic schools
- To assist departments in establishing and monitoring on-line registrations for university events.
- Other duties as assigned

Essential Qualifications:

- Bachelor's degree
- Excellent working knowledge of computer systems, software, and networks; experience with Raiser's Edge software strongly preferred
- Strong computer aptitude and experience with MS Office, especially Word, Excel, and Outlook
- Excellent organizational and planning skills
- Strong interpersonal and problem-solving skills
- Ability to design and implement in-house development services training for staff

- Ability to prioritize multiple tasks and maintain composure in a fast-paced work environment
- Ability to work with accuracy and attention to detail
- Self-motivated and dependable
- Adaptable and flexible
- Knowledge of the field of Advancement/Development/Alumni Relations (or willingness to learn) to provide context for data functions
- Willingness to work beyond traditional hours when needed
- Flexibility in work schedule to meet occasional demands of peak work loads and availability to work between the Christmas and New Year's holidays
- Personal commitment to and appreciation for North Park's mission of Christian higher education
- Ability to act as positive, cooperative member of development team

Effective Date: March 2017

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