**POSITION DESCRIPTION**

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| **JOB TITLE:**  | Development Services Manager | **DATE:**  | July 2021 |
| **DEPARTMENT:**  | Advancement  | **APPROVED BY:**  | Human Resources |
| **REPORTS TO:**  | Vice President for Advancement | **CLASSIFICATION:**  | Exempt  |
| **WORK SCHEDULE**  | This regular full-time position works year around (12 months). The work is typically performed on campus. ­The nature of the duties may require occasional night and/or weekend events/work which may lengthen or shorten each work day individually.  |

**Position Summary**

The Development Services Manager is responsible for the management and administration of the school’s fundraising databases including maintaining the integrity and continuity of constituent records, using information in the databases for reports & queries, directories and other projects as needed for fundraising, and assisting other database users with access and use. The DSM is charged with supporting the Advancement team’s data and reporting needs. The DSM ensures that records are well-maintained and up-to-date, and collaborates with members of the Advancement team to identify ways to most effectively use the database to support their roles. The ideal candidate will love working with business intelligence tools, hold the ability and interest in modeling multidimensional datasets, and will partner with fundraising leaders to answer key business questions.

**Essential Functions**

* Responsible for the design, development, and maintenance of ongoing metrics, reports analysis, dashboards, etc. used to drive key business decisions
* Responsible for the accuracy and integrity of donor databases
* Enable effective decision making by retrieving and aggregating data from multiple sources
* Ensure KPI’s are published and reviewed on a daily, weekly, monthly basis and perform analysis on any behaviors/processes that could impact on data integrity.
* Participating in special projects as required, with responsibilities including data gathering, analysis, and the presentation of results and recommendation to internal partners
* Create and run queries and reports; setup dashboards and Formstack; setup, manage and monitor Online Express and MailChimp
* Run frequent and unique reports (Giving Reports and Mailing Lists) from Raiser’s Edge and Fulfills requests for information and provide timely and accurate records, reports, and lists to colleagues
* Update Online Express donation webpages through Raiser’s Edge with current events and giving avenues
* Provide support with any and all capital campaign projects
* Assists in updating all constituent information in Raiser’s Edge, including prospect information, wealth research, etc. in cooperation with the Vice President
* Maintain codes of all constituents so that information can be retrieved in a predicable manner
* Post daily donations to funds/projects ensuring accuracy of coding of funds
* Provide analysis of data, identifying key segments and provide selections for campaigns
* Assist with the development and tracking of alumni engagement statistics
* Safeguard the confidentiality of constituent information at all times by adhering to ethical and confidentiality guidelines of the institution and CASE
* Track research activity for internal prospect research metrics
* Maintain proficiency with standard prospect research resources and stay abreast of new resources and technologies
* Analyze various geographic areas and industries to ascertain the institutions strength and fundraising viability in particular sectors
* Undertake financial analysis of prospects and donors known wealth indicators to assess potential philanthropic capacity

**Education, Specific Knowledge, Skills and Abilities:**

* Bachelor’s degree in business, finance or related field
* Advanced knowledge of Raiser’s Edge and Raiser’s Edge NXT, including 3+ years of experience
* Excellent interpersonal skills including the ability to interact effectively with business and technical staff at all levels
* Demonstrate experience with multitasking, attention to detail, meticulous record-keeping and reorganizing tasks according to shifting priorities
* Strong quantitative analytical, data mining and problem-solving skills along with great attention to detail
* Demonstrate ability to work independently and as a team member, set priorities appropriately, and organize workload effectively to meet strict deadlines
* Proficiency in Microsoft Office Suite and ability to learn new software as necessary
* Ability to organize detailed work to meet deadlines and work independently and as a member of a team
* Ability to maintain confidential information and practice sound judgement
* Ability to learn and apply policies and procedures to ensure data integrity and operational compliance
* Exceptional Excel skills to manipulate data and import/export data between systems
* Understand basic principles of computer system analysis, principles of organization and project management
* Basic understanding of SQL, Access, or other relational database systems experience a plus
* Communicate effectively in both oral and written forms
* Superior customer service, problem-solving, and organizational skills
* Excellent verbal and written communication skills
* Ability to discern complex situations and make decisions on a variety of complex matters
* Ability to be flexible and adapt to changes in technology
* Advanced working knowledge of Microsoft Office and Google Suites