****

**Title:** Manager-Development Operations (Full-Time, Temporary) **Grade:** 10 (Exempt)

**Summary**

The Manager-Development Operations is responsible for the database and prospect management system for the fund development and alumni relations efforts of Gaston College and the Gaston College Foundation. Platform management, procedure development, database administration, reporting, and data entry are essential duties of this position. As a key member of the fund development team, this position supports the Chief Development Officer/Executive Director of the Foundation in developing and analyzing donor prospect lists for cultivation and solicitation. This position will also provide strategic direction for annual campaign planning and execution and donor stewardship efforts.

**Duties and Responsibilities**

**Database Management**

1. Oversee the daily operation of the fundraising databases (Raiser's Edge). Ensure accuracy and integrity of gift/financial data, constituent biographical data, and reporting capabilities. Ensure performance, integrity, accuracy, and security of Raiser's Edge including consistency in data and formatting data appropriately for users.
2. Process and add all gifts to database according to data protocols and standards; track all communication related to current and potential donors; design and create reports related to donor database on best practices; and generate mailing lists as needed.
3. In collaboration with appropriate leadership, develop and implement processes and procedures for database use, tracking, and reporting.
4. Make recommendations for future database upgrades/conversions as needed, and remain current with industry trends and best practices.
5. Maintain pledge reminder schedule and process routine reports.
6. Assist with financial reporting and reconciliation in cooperation with the College’s Business Office and provide assistance with annual audit.
7. Create metrics and generate monthly progress reports.
8. Create and maintain database standard operating procedures manual.
9. Provide ongoing database training and information updates.

**Prospect Research**

1. Proactively and independently plan and execute creative strategies to identify sources of private support using research techniques and electronic methodologies to support development goals.
2. Coordinate or conduct prospect research.
3. Analyze and synthesize information to assess financial capacity and philanthropic interests.
4. Provide regular reports and updates to development and leadership team members to ensure ongoing communication for success.
5. Interpret results from database updates, screenings, and reports to consult and collaborate with key team members on matters related to portfolio development and solicitation strategies as requested.

**Annual Campaign**

1. In coordination with the Chief Development Officer, determine annual giving goals; build and execute strategic and tactical plans for achieving these goals.
2. Focus on effective communication and solicitation activities within market segments identified as having potential for the greatest growth.
3. Formulate and execute a communications program supporting annual giving.
4. Collaborate with WSGE staff to gain strong participation in annual giving and build strategies for moving donors to higher-giving levels.
5. Coordinate annual giving with constituents, such as trustees and foundation board members, as well as program-specific alumni.

**Donor Stewardship**

1. Establish and manage information tracking processes regarding acknowledgement, recognition, on-going communications, and continued cultivation of past and current major donors to enhance their relationships with the College and increase continued contributions. Develop and assess policies and procedures that are essential for a comprehensive donor relations program.
2. Design, document, and implement a systematic and integrated donor relations program that encompasses donor recognition events and regular communication. Responsible for devising and using consistent, accurate, and appropriate information-sharing mechanisms for stewarding prospects and donors. Proactively support the stewardship responsibilities of the Chief Development Officer and College President by assisting in establishing and coordinating individualized stewardship plans for donors.
3. Work collaboratively with the President’s Office to compose letters, compile appropriate invitation lists, engage featured program participants, create programs and provide program materials, prepare program scripts and participant remarks, as needed, and create and/or obtain donor awards and recognitions.
4. In coordination with the College’s Marketing and Public Relations Office, recommend and facilitate on- and off-campus publicity of major gifts and donors. Advise on and facilitate the recognition of donors in both print and web-based publications. Contribute donor and gift information for the Foundation’s Annual Report, oversee production of the donor roll, determine the report recipients, and facilitate the mailing.
5. Coordinate and monitor the Foundation’s recognition entities in collaboration with the Chief Development Officer.

**General:**

1. Maintain a high standard of professional and ethical practices in representing the College, Development Office, and GC Foundation; maintain confidentiality of donor information and records; demonstrate a thorough knowledge of the field with continued adherence to professional accountability; provide a high level of service to customers by establishing and maintaining effective working relationships and partnerships; accept responsibility for managing situations and problems; work cooperatively with team members and colleagues, contributing positively and constructively to the achievement of team and College objectives; and adhere to the College’s policies, procedures, and other established guidelines.
2. In the absence of the Chief Development Officer, act as the primary point person within the Development Office. Oversee projects and tasks assigned to the Administrative Assistant by the Chief Development Officer, as needed and appropriate.
3. Responsible for recruiting, training, and supervising department work-study students as needed and appropriate.
4. Perform other duties as assigned, including special projects.

**Minimum Education and Experience Requirements**

* Bachelor’s Degree from a regionally accredited institution required.
* Minimum of three (3) years of experience in a large not-for-profit or higher education setting required, five (5) years preferred.
* Minimum two (2) years of database management experience required.
* Experience with annual giving campaigns required.
* Excellent interpersonal, written, and verbal communication skills required.
* Strong critical/analytical thinking and decision-making skills required.
* Exceptional customer service skills required.
* Exceptional planning, coordination, and project management skills required.
* Ability to handle confidential information with great sensitivity required.
* Excellent time management skills required.
* Proficiency in Microsoft Office (Word, Excel, and PowerPoint) required.
* Prospect research, Raiser’s Edge, donor stewardship efforts, and knowledge of state and federal laws and regulations pertaining to philanthropic giving, and CFRE credential preferred.

**Physical Requirements**

* Generally works in a traditional climate-controlled office environment and requires the ability to sit for extended periods.
* Some walking, standing, and bending required, and the ability to lift and maneuver items weighing up to 25 pounds required.
* Work environment can be stressful at times in dealing with a wide variety of challenges and deadlines.
* In addition to regular office hours, position sometimes requires overtime and/or evening hours.

9/11/18