

Director of Advancement Services - (Institutional Advancement)

General Function

Reporting to the Associate Vice President of Institutional Advancement (IA) and supervising a staff of at least two, the Director of Advancement Services provides operation leadership and direction to support fundraising efforts of the College and Foundation. The Director of Advancement Services is responsible for monitoring the integrity and security of the information contained in the IA CRM and for analyzing data and research into usable information for the formation and execution of fundraising and engagement strategies and measures of success. This position works to ensure that department processes, procedures, and policies follow best practices and are consistent with and supportive of departmental goals and college priorities. The Director of Advancement Services works closely and collaboratively with colleagues to sustain a culture of collaboration and continuous improvement.

Duties and Responsibilities

1. Collaborate with the AVP of IA in the design and implementation of plans for the maintenance and growth of the information systems as well as implementation and improvement of policies and procedures for efficient quality data entry and data storage.
2. Establish, coordinate, and maintain data procedures, processes, and policies that efficiently enhance data integrity. Supervise the maintenance of documentation for data entry, reporting protocols, and procedures. Maintain standards including security, accuracy, data loading, and duplicate elimination. Stay abreast of peer data integrity processes, methods, and technology tools.
3. Ensure that Institutional Advancement and the Foundation remain in compliance with regulatory, legal, and ethical standards of practice, and works towards best practices.
4. Ensure that all team members understand fundraising and engagement programs, strategies, and information systems, and are responsible for the integrity of the database and compliant with sound financial management policies.
5. Oversee testing for new upgrades of software and hardware, as appropriate.
6. Conduct training sessions with all new staff and provide ongoing refresher sessions/mentorship.
7. Serve as a liaison with Blackbaud and College IT staff on infrastructure to ensure improvements to the database, testing of updates, and proper security.
8. Develop and implement procedures to ensure timely and accurate gift processing (receiving, receipts, and acknowledging), pledge reminders and other related processes. Provides overall leadership and direct supervision of gift and pledge processing, including long and short-term planning for gift processing and administration. Ensure all donor acknowledgement policies

are enforced and completed. Ensure appropriate controls and procedures are applied for managing and tracking specific language regarding pledge agreements between donors and the College.

9. Remain current about regulatory compliance and professional standards including IRS, FASB/GASB, FERPA, PCI and CASE Guidelines. Monitor regulatory updates, tools, and technologies to continually improve frameworks, processes and practices. Oversee the compilation of data for annual VSE survey and other industry benchmarking tools.
10. Oversee relationship with Foundation Finance staff regarding gift processing. Manage month-end process, troubleshooting, and auditing data to ensure the smooth transfer of data to the Foundation Finance as well as performing a monthly reconciliation and review with fiscal team.
11. Assist and serve as a backup for gift entry, report and list generation.
12. Meet with end-users to establish and analyze user requirements, needs, and specifications as required for their reporting needs. Interpret requests, understand what is needed and why, and design and deliver effective products tailored for each target audience. Act as a resource to others to solve problems; ensure that decision-makers are aware of the risks and limitations of data, information, and analyses provided.
13. Provide leadership with project management of multiple, often competing, projects.
14. Provide leadership in the development of goals, plans, and objectives; establishing quantifiable, measurable elements to use in monitoring effectiveness and success.
15. Work in close collaboration with Foundation Finance team and other team members to reconcile revenue and expenses and generate relevant reports.
16. Prepare reports for assigned projects, review, and recommend paperwork for the disbursement of funds for the establishment of new funds.
17. Track all gift agreements and stewardship addenda as gifts are received from donors and organize data from a variety of sources (donor gift information, scholarship awards, financial data on endowed funds) to ensure accurate reporting to donors in partnership with Development Officers and Director of Donor Relations and Stewardship.
18. Oversee the creation and establishment of funds according to donor restriction.
19. Collaborate with the IA team in the execution of fundraising strategies.
20. Research and prepare materials and draft donor and prospect correspondence.
21. Perform other related duties as assigned.

Minimum Requirements and Preferred Qualifications

Bachelor's degree required.

Minimum of seven (7) years of progressively responsible experience in areas of advancement, data management and analysis, donor/prospect research.

Demonstrated technical experience with relational databases and reporting tools.

Proficient with Blackbaud products.

Proficient in Microsoft Office (Word, Access, Power Point, Microsoft 365, and advanced Excel), Adobe Acrobat.

Occasional night and weekend work required.

Preferred Qualifications:

- Experience in a higher educational institution.
- Experience working with volunteers and donors.

Additional Information

Knowledge, Skills, Abilities, and Worker Characteristics:

- Strong analytical, computer skills; proficiency with Microsoft Office tools, specifically MS Excel; email and internet usage.
- Experience with higher education and/or fundraising database products desirable.
- Ability to communicate with technical staff, and non-technical staff and a demonstrated understanding of data analysis.
- Attention to detail and strong communication skills, along with significant organizational skills required.
- Ability to define goals and objectives and to develop and implement strategic plans to accomplish Advancement Services goals.
- Familiarity and understanding of IRS regulations regarding tax issues and CASE reporting standards preferred.
- Supervisory experience preferred.
- Knowledge of general accounting principles preferred.
- Must possess excellent oral, written, and interpersonal communication skills.
- Must possess an understanding of fundraising principles.
- A comprehensive understanding of Advancement Services as a functional area, including gift processing, stewardship, donor relations, customer service, prospect management, information security, and data maintenance.
- Excellent customer service skills and a commitment to continuous improvement

Central Piedmont is happy offer a comprehensive and affordable benefits package to full-time employees including:

- health care
- dental
- vision
- [retirement](#) and supplemental retirement
- flexible spending accounts (dependent care and health)
- life insurance and supplemental life insurance
- [employee assistance program](#) (for employee and family)
- short-term and long-term disability
- free parking
- holidays (12 + 2 necessity days)
- [vacation](#) (120 hours per year to start)
- [sick leave](#) (96 hours per year)

- [personal days](#) (2 days)
- [voluntary shared leave](#)
- [paid parental leave](#) (4 to 8 weeks)
- [bereavement leave](#)
- [longevity pay](#)

<https://www.schooljobs.com/careers/cpcc/jobs/4300169/director-of-advancement-services-institutional-advancement?keywords=foundation&pagetype=jobOpportunitiesJobs>