POSITION DESCRIPTION
University Services Program Associate

POSITION SUMMARY: Responsible for the day-to-day operation, coordination and management of office advancement activities, database functions, and programmatic support for the University Advancement office. This position performs a high level of independent decision-making on a daily basis. This position also requires independent judgment in response to requests and correspondence completed for the Vice Chancellor for University Advancement, Foundation Board of Directors and Alumni Board of Directors.

1) Advancement Office Management (55%)
   a. Daily use of independent judgment and decision-making in all daily responsibilities associated with serving as the University Advancement Office Manager.
   b. Initial point person for all Advancement inquiries via telephone, correspondence and face-to-face contacts.
   c. Assist in the creation and development of all necessary pamphlets, brochures and letters for Advancement office.
   d. Responsible for Buzzword – the departmental e-newsletter.
   e. Provide event leadership and coordination, and attend events when necessary.
   f. Interview, hire, train and supervise all student support staff.
   g. Develop office policies, procedures and guidelines to improve administrative and operating efficiencies.
   h. Update and maintain department, Foundation, and Alumni websites.
   i. Assist in the management of the scholarship program.
   j. Initiate, develop and post timely social media announcements.
   k. Assist the Accountant in reporting all development fund activity donations and expenses to fund managers.
   l. Perform other duties as assigned by the Vice Chancellor.

2) Management of University Advancement Database (35%)
   a. Responsible for the daily operation, coordination and management of the Raiser’s Edge database.
   b. Responsible for overseeing the gift processing functions of the Foundation to include entry, deposits, financial reporting and donor acknowledgements.
   c. Identify and implement database efficiency strategies.
   d. Determine and maintain database security rights for all staff and students.
   e. Train new staff/students on database.
   f. Establish and monitor uniformity standards for all UA constituent and gift records while keeping consistent and in compliance with CASE reporting and US Postal standards.
   g. Manage complex query requests for information matching criteria needs of UA staff and other campus departments, and export appropriate information.
   h. Manage all mass data updates to include NCOA, vendor upgrades, county updates, adding new grads, parents and other constituents.

3) Serve as liaison/contact for Foundation Board of Directors and Alumni Association Board of Directors (10%)
   a. Coordinate all Foundation Board meetings and events.
   b. Assemble and distribute agenda and meeting notice packets for Foundation Board.
   c. Assist Board members with travel arrangements and hotel accommodations in advance of meetings, and prepare travel expense reports when necessary.
   d. Attend Foundation Board meetings and record and prepare all meeting minutes.
KNOWLEDGE, SKILLS AND ABILITIES

1. Ability to function in a leadership role in an office environment.
2. Proven high level of accuracy and attention to detail.
3. Excellent computer skills.
4. Ability to maintain the strictest level of confidentiality and discretion.
5. Excellent problem solving skills.
6. Strong written, verbal and interpersonal skills.
7. Ability to work in a team-focused environment.
8. Presence to publicly represent the University.

STRONGLY PREFERRED KNOWLEDGE AND SKILLS

1. Working knowledge of the departmental software Raiser’s Edge.
2. Knowledge of network computing.
3. Working knowledge of website maintenance and e-communications.
4. Experience with fundraising and non-profit organizations.
5. Excellent computer skills to include website management and ability to create e-newsletters.

Position: Full-time, 12 months per year
Supervision given to: Student assistants
Reporting to: Vice Chancellor for University Advancement