

Advancement Services Coordinator



Grade: 9

Reports to: Strategic Advancement Manager
Job Status: Exempt, Full-time

Department: Advancement
Approval Date: September 9, 2014

JOB SUMMARY:

The Advancement Services Coordinator is responsible for managing all elements of the Aquarium's Raiser's Edge program, including constituent record management, gift processing, data mining and organization, and ongoing optimization of the software system. Staffer will work closely with accounting to ensure accurate and timely gift processing and reconciliation of giving data. He/she will also work closely with the Advancement team to generate new prospect leads to support advancement of the Aquarium's Watershed Fund campaign.

ESSENTIAL FUNCTIONS:

- Manage Raiser's Edge constituent management database, ensure data integrity, and provide user support and training to designated staff.
 - Collaborate with accounting to ensure timely gift entry and processing and proactively capture biographical and data updates on donor and prospect records.
 - Work with Advancement Leadership and accounting to execute donor acknowledgement and benefit administration and fulfillment in a timely and sensitive manner.
 - Develop, generate, and disseminate critical weekly, monthly, quarterly and annual financial and advancement reports to relevant Advancement and Accounting team members.
 - In close collaboration with Advancement Team develop, compile, and manage lists for direct mail/email campaigns, tributaries, and other institutional needs as they arise.
 - Conducts research, compiles donor profiles, and manages information on individual, corporate and foundation prospects in an effort to support the development staff's identification and qualification work.
 - Collaborate with Membership and Accounting as needed to provide support and assistance for specific projects.
 - Update constituent management policies and procedures.
 - Coordinate and monitor database needs (Raiser's Edge, JCA Bridge, Net Solutions/SPARK etc.) with IT department. Serve as the liaison to Blackbaud and as the primary contact for Raiser's Edge.
 - Support the Advancement team by providing event staffing coverage, as needed.
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OTHER DUTIES & RESPONSIBILITIES:

- Develop a fluent understanding of Aquarium programs, including the Watershed Fund campaign initiative. Develop a fluent understanding of the Aquarium's business processes as it relates to incoming donations and other systems integrating with Raiser's Edge. Support the mission by participating in Aquarium sponsored programs and events on a regular basis.
- Follow South Carolina Aquarium Gift Acceptance Guidelines, Policies and Procedures. Provide input on updates as needed.
- Adhere to the South Carolina Aquarium Policies & Procedures.
- Coordinate volunteer support on an as needed basis for projects.

- Maintain a customer service demeanor at all times. Responds to donors with the appropriate level of urgency. Ask questions to identify donor's needs or expectations in a pleasant and respectful manner. In completing tasks, continually consider the impact of those actions on the donor, and is flexible to accommodate donor's needs.
- Create and maintain data management documentation. Work with the team and Accounting to establish sound policies, processes and procedures. Research and present best practices to the team.
- Other duties as assigned.

KNOWLEDGE, SKILLS & ABILITIES:

- Proficiency with Microsoft Word, Excel, and Outlook.
- Proficiency in Blackbaud's Raiser's Edge is REQUIRED.
- Excellent verbal, written communication, presentation and interpersonal skills.
- Must be a detail and goal oriented, enthusiastic individual able to exercise independent judgment in completing tasks, prioritizing, and meeting deadlines.
- Demonstrated organizational skills; able to manage multiple projects and move quickly from one to another while maintaining thorough records. Ability to be flexible and balance competing priorities.

EDUCATION & EXPERIENCE REQUIRED:

- Bachelor's degree and related experience in non-profit fundraising.

SUPERVISION OF OTHERS:

- Some supervision of interns/volunteers.

PHYSICAL REQUIREMENTS:

Requires average walking, standing, bending, stooping, crouching, sitting, kneeling, balancing, pushing and pulling, crawling, climbing ladders, computer and phone tasks in a normal office environment.

WORKING CONDITIONS:

Occasionally need to work weekends and nights. 100% normal office environment.

The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not construed to be an exhaustive list of all job duties performed by the personnel classified.

The Aquarium is an "at-will" employer, and as such, employment with the Aquarium is not for a fixed term or definite period and may be terminated at the will of either party, with or without cause, and without prior notice.