

Advancement Services Coordinator

Grade: 9

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

Department: Advancement
Approval Date: May 2017

Job Summary:

The Advancement Systems 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 Finance 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 Campaign. This person will train gift officers on the basic functions of Raiser's Edge to support revenue generation and proper donor cultivation and stewardship.

Essential Functions:

- Manage Raiser's Edge constituent management database, ensure data integrity and provide user support and training to designated staff.
- Collaborate with Finance to ensure timely gift entry and processing and proactively capture biographical and data updates on donor and prospect records.
- Develop, generate and disseminate critical weekly, monthly, quarterly and annual financial and advancement reports to relevant Advancement and Finance team members, including a monthly reconciliation between Raiser's Edge and Dynamics (in collaboration with Finance) and accurate campaign revenue reports for the Finance Committee and Board of Directors.
- Work with Advancement and Finance leadership to execute donor acknowledgement, benefit administration and fulfillment in a timely and sensitive manner.
- Maintain an accurate campaign pledge schedule for major individual, corporate and foundation gifts and generate an annual pledge payment letter for each, according to the documented payment schedule.
- In close collaboration with Advancement team develop, compile and manage lists for direct mail/email campaigns, tributaries and other institutional needs as they arise, ensuring accuracy and data integrity.
- Research and support additional systems that will enhance the Advancement team's function, including: Everyday Hero, Donor Search, etc.
- Responsible for running imports, backend import, AddressFinder, Deceased Finder and others, while maintaining data integrity.
- Management of the Aquarium's matching gift program including processing matching gifts, identifying new opportunities for matching gift revenue and working with Volunteer Services to inform and encourage Aquarium volunteers about matching gift opportunities.
- Responsible for processing gifts for events that take place off-site utilizing Blackbaud Merchant Services (BBMS) and ensuring PCI compliance for all gifts made via credit card or over the telephone.
- Collaborate with Membership and Finance as needed to provide support 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 other vendors as the primary contact for Raiser's Edge.
- Support the Advancement team by providing event staffing coverage, as needed.

Other Duties and 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 and Abilities:

- 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.
- Proficiency with Microsoft Word, Excel and Outlook.

Education and Experience Required:

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

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:

- Normal office environment
- Occasionally need to work nights and weekends

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.