

Advancement Operations Manager

Grade: 9

Reports to: Sr. Dir. of Strategy & Advancement

Job Status: Exempt, Full-Time

Department: Institutional Advancement

Approval Date: February 2020

Job Summary:

The Advancement Operations Manager is a key strategic leader within the Advancement team who reports directly to the Senior Director for Strategy and Advancement, and works closely with all team members to support their annual fundraising objectives. The Advancement Operations Manager is responsible for crafting a creative and sustainable stewardship program that serves all donors to the Aquarium, at all giving levels, and supporting the implementation of that program, in collaboration with each gift officer within the department. The Advancement Operations Manager works closely with the Finance Team to set and track contributed revenue goals and the success of all Advancement programs and events. The Advancement Operations Manager works closely with the Senior Director for Strategy and Advancement to steward and support the members of the Aquarium's board of directors, identifying opportunities for philanthropic investment and programmatic engagement. The Advancement Operations Manager oversees the work of the Advancement Systems Coordinator, who manages all elements of the Raiser's Edge database. The Aquarium is currently migrating to a new donor database system, and the Advancement Operations Manager will function as the Advancement team's lead strategist in maximizing the new platform; leveraging data to target and engage new and existing donors.

Essential Functions:

- Collaborate with gift officers to refresh, facilitate and consistently monitor stewardship processes for corporations, major donors, and annual fund contributors
- Activate team members across departments to engage in creative and proactive stewardship functions to deepen relationships and ongoing engagement with the Aquarium
- Manage key elements of annual budgeting process, ensuring that the strategic work plans of gift officers are accurately reflected and tracked in contributed revenue projections
- Work closely with all departments at the Aquarium to identify opportunities for donor engagement and donor base expansion
- Strategically oversee activation of the new Altru donor database, creating data-driven strategies to engage, reengage and grow all categories of donors
- Directly steward a portfolio of board members and strategic partners; consistently aligning their work and engagement with institutional goals contained in the Landmark Strategic Plan
- Manage and mentor the Advancement Systems Coordinator, delivering annual performance evaluations and ongoing support
- Adhere to the South Carolina Aquarium Policies & Procedures.
- Regularly attend and staff donor cultivation and stewardship events (availability in the evenings is critical)
- Engage in the mission and culture of the Aquarium by actively engaging with multiple teams and their work
- Performs other incidental and related duties as required and assigned by the Senior Director for Strategy and Advancement
- Adhere to the South Carolina Aquarium Policies & Procedures.

Knowledge, Skills and Abilities:

- Demonstrated understanding and experience in non-profit development
- Ability to analyze and act on key data, demographics and market insight to develop creative and successful donor engagement programs
- Experience with donor database technology (knowledge of Altru platform is not required, but candidate must be willing to take part in extensive training to master the technology)
- An enthusiastic relationship manager who seeks out engagement with donors at all levels
- An excellent writer, able to craft donor reports, proposals and external documents

Education and Experience Required:

- Minimum 5 years of experience in a fundraising or related field within the nonprofit sector
- Bachelor's degree.
- Management and supervisory experience.

Supervision of Others:

- Advancement Systems Coordinator

Physical Requirements:

Normal office environment with average walking, standing, bending, stooping, crouching, sitting and computer and phone tasks required.

Working Conditions:

Occasional ability to lift up to 50 lbs needed and occasional travel and late nights required

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.