



COMMUNITY COLLEGE
OF RHODE ISLAND

Division of Institutional Equity and Human Resources

POSITION DESCRIPTION

TITLE	Donor Services Manager
POSITION NO.	501769
LOCATION	Lincoln
REPORTS TO	Director Finance & Operations
GRADE	PSA 11
WORK SCHEDULE	Non-Standard: 35 hours per week.
SUPERVISION	
REVISION DATE	August 2021

JOB SUMMARY:

- Contribute to Advancement team's fundraising capacity by maintaining and growing donor database; performing donor research; executing direct mail and gift acknowledgement programs contributing to team's shared goals.
- The manager will be a lead team member in converting a database of 45,000+ alumni and friends to annual supporters by providing critical database management, prospect identification, and donor stewardship and solicitation services.
- The Donor Services Manager will work closely with the Chief Accountant, Associate Vice President for Institutional Advancement and College Relations, Director of Development, and other staff to advance fundraising strategies that integrate with university-wide and alumni initiatives. The Manager will oversee and leverage the Advancement database (currently Raiser's Edge), which tracks team on a variety of special projects.

DUTIES AND RESPONSIBILITIES:

- Ensures the accuracy and integrity of advancement data.
- Provides high-quality gift acknowledgement and customer service to our donors.
- Works collaboratively in support of the college's mission in a diverse and inclusive environment. Manages donor and prospect accounts in our database including data entry and updates to donor profiles.
- Works closely with the accounting department to ensure accurate financial records are kept in donor accounts.
- In coordination with Chief Accountant, oversees gift compliance and addresses donor intent and wishes, appropriately directing restricted and unrestricted giving.
- Builds reports and mailing lists, developing and implementing policies and procedures, and serving as the advancement liaison with IT.
- Performs prospect research, makes creative connections between and among people, events, programs, and their associated circles.
- Prepares for and drives weekly team solicitation meetings; helping to develop and document fundraising and portfolio goals.
- Develops and leads annual appeal and other direct mail campaigns with a high degree of customization—including strategies to incorporate alumni groups, e-campaigns, giving societies, focus on new donors, and increasing average gift amounts.
- Develops best practices for performance and operational efficiency and maintains systems for data entry, gift processing, prospect research, and relationship management.
- Conducts training programs for staff on database development and maintenance procedures and coordinates data conversions/upgrades as needed.
- Provides regular updates to management on database project status and stays updated with new database technologies.
- Recruits and supervise student workers and data entry staff as needed.
- Provides excellent customer service, anticipating and exceeding the needs of our alumni, donors, and partners.
- Work collaboratively in a diverse, inclusive and student-centered environment, with students of various learning styles, cultures, identities, and life-experiences.
- Demonstrate a commitment to the philosophy and mission of a comprehensive community college.

- Other duties as required.

LICENSES, TOOLS, AND EQUIPMENT:

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions.

REQUIRED QUALIFICATIONS:

- Bachelor's degree with at least three years' work experience required OR an associate's degree with adequate/relevant work experience will be considered.
- Experience working in a higher education or workforce development setting.
- At least three years of professional level experience as a member of a fundraising, direct mail, or research team—preferably in a higher education or nonprofit setting with related expertise.
- Interest in providing leadership and contributing to a growing, high-performing fundraising team with an entrepreneurial mindset and enthusiasm for working in a high-energy, deadline-driven, fast-paced setting.
- Demonstrated excellent customer-service, written, oral, and interpersonal skills; outstanding organizational skills, and project management required.
- Self-starter with the capacity to manage and organize information confidentially.
- Ability to juggle multiple projects simultaneously and meet all deadlines.
- High level of proficiency in Microsoft Office Suite: MS Word, Excel, and Outlook
- Previous work in CRM database system and ability to quickly acquire an understanding of a customized Raiser's Edge or other Blackbaud database product.
- Demonstrated ability to be a strong contributor and work collaboratively with others in a diverse and inclusive environment.
- Shared commitment to CCRI's mission and students and the Foundation's mission to inspire support for the college.

PREFERRED QUALIFICATIONS:

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.