Position Title: Director of Advancement Services
Department: Seminole Boosters, Inc.
Reports To: Senior Vice President for Operations
Supervises: Web Application Specialist, Data Analyst/Reports Writer and Gift Processing Department

Position Purpose

The Director of Advancement Services is responsible for leading and managing a team of professionals in the areas of database management, reporting, gift processing, application support, data analytics and all other functions associated with technical and operational support of fundraising, stewardship, marketing and sales efforts of Seminole Boosters, Inc., the fundraising arm of Florida State Athletics. The successful candidate will develop, maintain and continuously improve support operations that facilitate all transactional, reporting and data-related needs within Blackbaud CRM/BBIS fundraising system as well as provide support for Paciolan Ticketing/Fundraising system and Salesforce platforms. This position serves as liaison and works closely with FSU Foundation Advancement Services team that supports overall university advancement functions.

Principle Responsibilities

- Manage overall program support for Blackbaud’s CRM, Paciolan and Salesforce applications
- Coordinate back-office operations related to technical systems, data management and reporting for all departments within Seminole Boosters including Fundraising, Marketing, Sales and Stewardship.
- Lead the development of strategies using technologies to enhance processes and procedures and facilitate data-driven decisions throughout the organization.
- Develop and implement data analytics in support of prospecting for ticket sales and fundraising.
- Ensure systems, audits and protocols are in place to minimize risks associated with external communications to donors and prospects.
- Coordinate, support and help produce standard and custom reports
- Manage and fulfill data requests for mailing lists, donor rolls, demographic and giving analyses
- Lead the continuous evaluation of business processes and guide implementation of efficient solutions across all systems and operations.
- Participate as a member of the FSU Advancement Data Integrity Committee (FADIC)
- Provide data manipulation and reporting assistance to other departments as needed.
- Facilitate the resolution of technical application issues.
- Test, evaluate and report on CRM, Paciolan and Salesforce application upgrades.
- Coordinate the development of audit reports in support of data management integrity.
- Design, create and maintain application and business process related documentation.
- Provide appropriate service, support and advice to end users regarding technical and application issues.
• Provide coordination, guidance and training to users of CRM concerning the capabilities and functions of the system.
• Protect confidential information.

**Education & Experience**

• Bachelor’s degree required and three years of related advancement services or development experience or an equivalent combination of education and experience sufficient to successfully perform the principle responsibilities.
• Minimum 2 years of supervisory experience managing technical and business functional personnel.
• Experience with relational databases including query and report writing.
• Strong organizational skills and attention to detail. Ability to manage multiple projects with strict deadlines.
• Ability to communicate both verbally and in writing with technical and non-technical personnel. Excellent customer service skills.
• Understanding of standard IT policies and procedures, including use of test environments and change procedures.
• Strong knowledge of higher education fundraising principles and/or ticket operations.
• Strong aptitude for diagnosing end user problems, identifying and implementing solutions.

**Skills and Abilities**

• Develop and sustain cooperative working relationships with co-workers and employees.
• Ability to evaluate and improve the efficiency and effectiveness of technical operations in support of fundraising, marketing and sales.
• Strong internal customer service delivery and a proactive approach to user efficiency
• Detail oriented and organized with an ability to meet deadlines
• Demonstrated history of functioning independently while working well in a ‘team oriented” environment, taking the initiative to be productive and efficient
• Ability to effectively communicate with users of diverse backgrounds and skill levels
• Ability to work occasional evenings or weekends in response to the needs of the systems being supported

**Salary**
Commensurate with experience