Position Title: Gift Processing Manager
Department: Seminole Boosters - Advancement Services
Reports to: Sr. Dir. of Advancement Services
Supervises: Gift Processing Specialists; Mail & Records Processing Assistant

Position Purpose:
The Gift Processing Department and specifically the Manager are tasked with overseeing the sensitive fiscal, biographical and demographic data for all constituents and prospects of Seminole Boosters, Inc. The incumbent Manager will be expected to maintain the data integrity of the department by implementing best practices of gift entry, constituent research, data entry, clerical support and data reporting. The incumbent is expected to uphold and exemplify the operating practices that support the mission of Seminole Boosters, Inc. as the fundraising arm of the Florida State University Athletics Department.

Principal Responsibilities:
• Hands-on management of a team of up to 4 that includes Fiscal Specialists and Processing Assistants.
• Responsible for ensuring the Fiscal Specialists on staff complete all gift entry proficiently and accurately.
• Maintaining professionalism and respect while interacting with donors, constituents and prospects through various methods of communication.
• Oversee the execution of all stewardship mailings. Including Acknowledgement letters as well as billing statement reminders.
• Responsible for overseeing and managing all incoming Matching Gifts, Donor Advised Funds, 3rd Party Payroll Deductions, etc.
• Expected to learn and master the FSU Athletics and Seminole Boosters Priority Point Policy and how it is used to determine and allocate ticket allotment as well as other Booster benefits.
• Responsible for the handling and redaction of confidential information via PCI Compliance guidelines
• Work in conjunction with CFO and Controller to ensure accuracy in General Ledger well as monthly closing and posting reports exported by the Manager into the Financial Edge system.
• As a key part of the Advancement Services team the Gift Processing Manager is expected to become a subject matter expert in all things involving BlackBaud CRM’s revenue and batch entry
• Continually update and ensure that department and Advancement Services team is utilizing best practices for Revenue and Batch entry as well other processes in CRM database.
• Take part in the biweekly meeting of the FSU Advancement Data Integrity Committee with the other Direct Support Organizations of Florida State University
• Validate and oversee entry of all Major Gift and communicate issues with Stewardship and Development Officers
• Maintain and ensure accuracy of all physical records and commitment letters of intent while continuing to consolidate and digitize the collection.
Education & Experience
• Bachelor’s degree required
• Minimum of 5 year of experience working in a data entry or fiscal environment (Blackbaud or Paciolan preferred)
• Customer Service and/or accounting background preferred
• Previous experience in Accounts Receivable within a non-profit
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• Proficiency in a networked environment with Windows with a variety of software applications including email, Excel, Word, and Web navigation

Skills and Abilities
• Ability to understand complex concepts
• Ability to process financial & constituent data with a high level of accuracy
• Ability to reconcile finances accurately
• Understanding of Non-Profit gift acceptance policies
• Familiarity with PCI compliance standards and policy
• Excellent communication skills including verbal and written proficiency
• Ability to communicate accuracy with other staff members
• Excellent organizational and administrative skills
• Customer service oriented and effective interpersonal approach
• Aptitude for understanding of information technology and non-profit business rules
• Strong math and language skills