

UMKC Foundation Position Description Director of Advancement CRM

Purpose: The Director of Advancement Data is responsible for the maintenance and utilization of the constituent relationship management database (CRM.) This encompasses the supervision of the data services team, the creation and provision of data products (lists, reports, etc.) for both internal and external constituents, and the flow of data into and out of the CRM. The Director will develop, evaluate, and implement policies regarding information distribution and the use of hardware and software, consistent with advancement industry standards, and will also make divisional recommendations regarding hardware and software products to be purchased, installed, and maintained in conjunction with the Office of Information Technology at the System level. The Director will also support relationships with System level advancement services staff and UMKC IT staff.

The Director is expected to have a keen understanding of the business needs and processes of Advancement. The Director possesses (at hiring or within six months) a detailed knowledge of Ellucian Advance CRM, SQL, and the suite of products used by the Advancement team such as iModules. The Director should be able to set goals and solve problems in a fast-paced environment with multiple simultaneous priorities and deadlines.

Organizational Relationships: The Director of Advancement Data has a reporting relationship to the UMKC Foundation's Assistant Vice President for Advancement Services.

Essential Duties and Skills:

1. (40% of Time) Using Ellucian Advance, SQL, Microsoft BI, iModules, and other tools, ensure proper support for major divisional functions (mail/phone/direct cultivation and solicitation; events; print and email distributions; acknowledgements). Oversee the creation, accuracy, and distribution of reports for development and alumni relations that support and measure these programs.
2. (20% of Time) Develop, evaluate, and implement policies regarding information distribution and the use of hardware and software, consistent with advancement industry standards, and make divisional recommendations regarding hardware and software products to be purchased and installed in conjunction with the Office of Information Technology.
3. (20%) Management of data and gift processing staff members.
4. (5% of Time) Other duties as assigned.

Knowledge Desired:

- Strong written and verbal communication skills. Must be able to analyze, interpret, synthesize and present complex information effectively.
- Excellent organizational and time management skills; ability to juggle multiple projects and deadlines and adapt to shifting priorities.
- Solid knowledge/experience with fundraising databases (Ellucian Advance, a plus), reporting and visualization tools (e.g. Cognos, MS Business Intelligence), and data architecture.
- Strong understanding of best practices in database management.
- High-level proficiency in using Microsoft Office suite, with particular emphasis on Excel.
- Professionalism and discretion in handling confidential donor and prospect information.
- Personal commitment to professional development and growth.

- Strong customer service skills
- Demonstrated ability to train staff and end users.
- Ability to identify technical and project needs and manage those projects to completion.
- Demonstrated ability to evaluate and selection of systems.
- Familiarity with financial reporting requirements of Development
- May include evening and weekend work to meet deadline needs.

Education and Experience: Bachelor's degree from an accredited institution in a relevant field plus at least five years' experience required in the fields of Information Services, database administration, data integrity, or systems management, or equivalent in education, training and experience are required. Familiarity with business processes of fundraising and constituent relations and/or direct experience with Ellucian products and services are preferred.

Supervisory Controls: Incumbent must have a high level of independence in accomplishing the responsibilities of the position. Goals, priorities, and major projects are reviewed and discussed on an on-going basis with the AVP.

Guidelines: Guidelines are provided by the goals and objectives of the position, by fundraising strategies and techniques, by stewardship guidelines, and by the goals of the UMKC Foundation and the mission of the University. Confidentiality and discretion are mandatory.

Complexity: The ability to interact comfortably, tactfully, and effectively with varied internal and external constituencies is essential. Must display a high level of maturity and personal integrity and ability to understand, develop, and sustain resilient and dynamic relationships with colleagues and senior management.

Scope and Effect: This position has a significant effect on the success of the UMKC Foundation. Effective leadership in this role affects UMKC's ability to meet its goals and provide the best possible education and conduct life-changing research.

Environmental Demands: This position does not require unusual physical ability. Little physical exertion is involved, although considerable pressures exist; ability to handle tension and stress in a positive manner is required. No risks or discomforts are imposed upon this position by the physical surroundings or job situation. Travel requirements are minimal.

Salary Range: Commensurate with experience.

About the UMKC Foundation: The UMKC Foundation is a separate but affiliated enterprise devoted to raising funds for the university and for exercising fiduciary responsibility over endowments and other philanthropic investments made to UMKC.

If you are interested in helping grow the culture of philanthropy that supports UMKC, please send your cover letter and resume to: contact@umkcfoundation.org

Position will remain open until filled.

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