



University of Rochester Medical Center Advancement  
School of Medicine and Dentistry  
**PROGRAM MANAGER**

### Overview

The Program Manager for the School of Medicine and Dentistry (SMD) reports to the Senior Director for Advancement and is responsible for enhancing the amount of time he/she and other gift officers can spend on fundraising, while assisting with the implementation of various activities which enhance and build the experiences of alumni, prospects, donors, and volunteers with the School of Medicine and Dentistry.

The Program Manager will bring the following qualities to his/her role:

- Bring energy, enthusiasm and strategy to his/her daily activities.
- Provide exceptional service to all and be committed to excellence in everything he/she does.
- Focus on his/her goals, work with top prospects, overcome obstacles, ask often and well, utilize three-part giving, see things thru to completion, and never give up.
- Be donor centric by listening to donor's interests and motivations, understand the donor's values, be personal in non-personal world, and provide extraordinary stewardship by demonstrating impact.
- Find many different avenues to engage the prospect or donor, create relationships to the institution, and build lasting relationships based on trust.
- Motivate others to act, include others (academic leaders, development colleagues and volunteers) in their success, and contribute to a team environment.

### Principal Accountabilities

Under the direction of the Senior Director of Advancement, the Program Manager will:

#### 30% Metrics Management and OASIS Reporting

- With direction from the Senior Director, coordinates all SMD advancement staff metrics, OASIS input and reports. (10%)
- Assists with tracking of donor visits, solicitations, and proposals. (10%)
- Interacts with Advancement Regional Gift Officers to ensure they are visiting SMD alumni and provides necessary collateral materials and information to share with alumni and donors. (10%)

#### 30% Donor Stewardship

- Works with Senior Director and Advancement Office of Stewardship to make sure appropriate stewardship is provided to SMD top donors on a regular basis. (10%)
- Works with SMD Office of Student Services to implement scholarship stewardship with donors and their respective scholarship recipients. (10%)
- Interacts with SMD Financial Aid Officers to ensure proper awarding of scholarships funded by donors. (10%)

#### 15% Volunteer Management

- (5%) Through in-depth meetings and conversations, works closely with the Senior Director, manages the SMD Alumni Council and volunteer committees, and plans annual meetings.
- (5%) Maintains regular communication with SMD Alumni Council members and their assistants. Ensures timely follow-up with volunteers.
- (5%) Researches and collects articles and materials for Alumni Council dissemination. Helps schedule and prepare guest speakers.

#### 15% Special Projects

- Works with SMD faculty and staff on special fundraising initiatives with alumni. Meets with faculty and staff, prepares case for support, identifies prospects and prepares strategies for asks. Works with Advancement Gift Officers to make sure they solicit gifts for these special projects.

#### 5% Benchmarking

- Through Association of American Medical Colleges (AAMC) members and other national resources and contacts, obtain and analyze benchmarking data to compare School of Medicine and Dentistry Advancement program performance with our peers. Identify gaps as compared to other similar programs and strengths that we can build upon.

#### 5% Other Duties:

- Other duties as required by the Senior Director of Advancement, including assisting with planning and implementation of SMD Reunions and donor recognition events.

### Basic Requirements

Bachelor's degree and a minimum of 2-3 years of advancement experience required or an equivalent combination of education and experience. Familiarity with academic medical center's administration, especially Medical Center Advancement is a plus.

### Skills

Advanced computer skills working in Microsoft Office is required. This position necessitates good judgment, strong communications skills, an assertive problem-solver, a team player, strong customer relations skills, and an inquisitive, mature individual with the ability to adjust to changing priorities and challenges in a busy environment.