

Position: Warner Advancement – Development Associate
Functional title: Office Manager or Warner Advancement Manager
Grade: 52
Reports to: Senior Director of Warner Advancement

Overview:

The Warner Advancement Program Manager is a key member of the Advancement team and has primary responsibility for overseeing key functions relating to managing the Warner Advancement program. The Program Manager serves as the key interface with the OASIS donor database, and providing general office management. This position involves considerable interaction with alumni, advancement staff, the Warner School Deans, the President's office, faculty members, vendors, and other constituents. This person will have a background in customer service and administration and will have the ability to balance multiple projects and demands at once.

Specific Responsibilities:

50% Program Management

Provide management for all key operation of the Warner Advancement office

- Represent Warner Advancement at various internal meetings including Meliora Weekend planning meetings, Alumni Relations project meetings, University-wide event planning, Annual Fund strategy meetings, and Stewardship meetings.
- Oversee and monitor OASIS database capturing all meaningful touch points with donors and prospects including entering call reports, correspondence, and other substantial interaction.
- Serve as the Warner Advancement liaison to Alumni Relations advocating on behalf of Warner School alumni and constituent programming and engagement.
- Update and maintain accurate Excel spreadsheets including for top donors and top prospects by region and affinity including our George Eastman Circle donors; the 4-5 Advocacy Councils that are being established for our four centers at Warner and our Horizons summer program.
- Prepare prospecting messaging for special outreach initiatives that captures the Warner spirit in a compelling way.
- Perform ongoing maintenance, organization and analysis on gifts received by the Warner School.
- Coordinate timely stewardship correspondence and phone outreach from the Dean's office to acknowledge various ranges of gifts.
- Collect data and prepare reporting required for biweekly briefing meetings between the Senior Director and the Warner School Dean and Senior Advancement Management at the University
- Review monthly budget reporting to track and monitor monthly expenditures to project year end budget performance
- Oversee the maintenance of overall organization and immaculate order of the Warner Advancement Office's paperwork, files, and information

- Coordinate collaborative work with other advancement departments including: Alumni Relations, Principal and Major Gifts, Annual Fund, Foundation Relations, Office of Gift Planning, Donor Relations, Gift and Donor Records, and Prospect Development.
- Other responsibilities as necessary

25% Stewardship and Cultivation Administration

- Coordinate drafts of critical correspondence on behalf of the Senior Director of Advancement, the Dean, and the Warner Advancement Office that captures the Warner spirit in a compelling way
- Coordinate all development and outreach communication including the critical gift acknowledgement process to ensure timely and accurate letters, emails, and thank you gifts are delivered to donors from both the Director of Advancement and the Dean of the Warner School
- Monitor gift payments with the central advancement office to ensure timely acknowledgements as appropriate
- Provide excellent customer service to donor and alumni inquiries
- Manage the planning and execution of events and gatherings including those associated with National Council and the Advocacy Council activities as well as special events for the Warner School and the University
- Oversee special mailings
- Participate in professional development opportunities as appropriate
- Other responsibilities as necessary

20% Prospecting and Outreach Administration

- Manage ad hoc special projects that support the prospecting efforts of the Warner Advancement Office
- Collaborate with the Senior Director, Whitney Fellow(s) and project volunteer(s) to schedule and coordinate visits on behalf of the Senior Director of Advancement with alumni, “Blue Chip” prospects, nominators, and other prospective community partners
- Collaborate with the Senior Director and project volunteer(s) in the in the strategic analysis and mobilization of the “Blue Chip” data base
- Manage follow up correspondence is sent in a timely manner following appointments with donors and prospects
- Actively participate in the annual *Meliora Weekend* University celebration and other Warner and Advancement events as necessary
- Create and manage marketing material for attractive inserts, invitations, and other marketing materials to promote the programmatic work of the Warner School and for other purposes as necessary

5% Supervision

- The program manager is responsible for coordinating the hiring, training, supervision and performance assessment of all part-time workers and volunteers.
- Manage the efforts of one or more work-study students who will be hired to support administrative duties for the office including: filing, data entry, updating and maintaining donor and prospect files, preparation for events and meetings, and other tasks depending on the abilities of the student(s)
- Collaborate on various alumni and donor communication projects with the External Relations & Communications office of the Warner School
- Manage the Warner weekly Alumni E-News broadcast and other publications as necessary
- Manage all aspects of preparation for Senior Director of Advancement's visits including research and summary of prior contact
- Assist with coordinating Senior Director's and Dean's travel arrangements
- Greet and host all visitors
- Other responsibilities as assigned by the Senior Director

Qualifications:

- ◆ Bachelor's degree or Associate's degree and corresponding experience. Five or more years of administrative or office experience, higher-education experience is a plus, as is experience with development.
- ◆ Exceptional attention to detail and ability to plan, prioritize, and track details of multi-stage projects and multiple tasks
- ◆ Demonstrated ability to work with minimal supervision but as a member of a team to accomplish objectives
- ◆ Strong customer service experience and ability with a variety of personalities in a pleasant and professional manner
- ◆ Effective interpersonal communication skills – oral and written
- ◆ Capability with Microsoft Office suites of programs including (Excel, Word and Outlook) and basic office equipment
- ◆ A personal belief in mission, goals and objectives of private higher education and a desire to change the world through education is a big plus
- ◆ Familiarity with database management, list production, and data analysis
- ◆ A general knowledge of institutional fundraising is preferred