

Data & Stewardship Administrator

This position is: OPEN

Job Number: 732 Posted: 9/2/2022 Revised: Location: St. Davids -- Posting Type: Staff

Position Summary

The Advancement Services Data & Stewardship Administrator is responsible for stewardship activity as well as supporting and maintaining the integrity of the University alumni and donor database. This role will report to the Senior Director of Prospect Strategy & Advancement Services and will work closely with Advancement staff as well as other university departments, providing constituent contact lists, database information, and training as needed, along with engaging donors related to stewardship needs and questions. The Administrator must be familiar with database management & maintenance, executing queries and exporting data. The Administrator will so be responsible for creating stewardship reports, drafting new scholarship gift agreements, and engaging with donors as needed.

Responsibilities

Position Responsibilities

A. Data Administration

- Work with highly confidential and sensitive information at all levels.
- Respond to all database information requests, providing information and reports as needed for engagement officers or other areas of campus:
 - i. Generate segmented constituent lists for direct mail and email solicitations and communications
 - ii. Create and generate custom and/or complex queries, exports, imports and reports, as needed
- Administer, validate, update and maintain donor database integrity at its highest level through regular data audits and maintenance work, including regular NCOA updates, de-duping and data clean-up functions.
- Import new constituents (graduates) and data from external platforms (i.e. Colleague) on a consistent and timely basis, including updating Current Parent to Former (Alumni) Parent and other constituents as needed.
- Work with Senior Director to:
 - i. Set up and maintain current and future on-line giving pages
 - ii. Implement new database parameters to include gift funds, alumni events, etc.
- Work with Senior Director to implement new database parameters, including:
 - i. Set-up and maintain current and future online giving pages
 - ii. Event registration set-up

- iii. Additional parameters as needed
 - Train donor database users, with varying degrees of knowledge, to effectively use the database system.
 - Serve as the main point of contact for database issues and questions, determine solutions and work toward resolution, updating and maintaining records.
 - i. Works with Senior Direct if changes affect database design or integrity.
 - Responsible for conducting database regression testing.
 - Assist the Senior Director in developing written policies and procedures for processing and data management.
- B. Stewardship Administration
- Work with MailChimp and ThankView software, serving as the main point of contact for sending email outreach as requested. Work with other members of Advancement on this task, as needed.
 - Responsible for coordinating and implementing scholarship thank-you process and stewardship reports for Eastern University donor funded scholarships and awards.
 - Communicate with donors or others as questions or needs arise.
 - Assist with drafting scholarship gift agreements as needed.
 - Works with the Gift Processor to coordinate the timely acknowledgement of gifts, including leadership level gifts that would require signatures from President, VP or another member of administration, when appropriate.
 - Initiates timely review of all acknowledgement copy (online or paper) and updating any acknowledgement related copy (online and paper).
 - Plans, creates, implements, and oversees stewardship related items, tasks, events, etc.
- C. General Administration
- Leads Student Worker(s) - Hire, train and supervise student worker(s)/intern(s)
 - Other duties as assigned by the Senior Director.

Qualifications

Knowledge, Skills and Abilities

Strategic Thinking - Keeps the University's strategic objectives in mind when developing and contributing to plans and initiatives for Advancement and donor engagement. Is able to explain the link between program goals and the University's strategic direction to Advancement. Makes informed decisions based on a clear understanding of the impact and consequences involved. Considers key financial factors (e.g., budget, revenue, resources) when making decisions.

Adaptability - Stays focused on work and responsibilities in a changing work environment. Is able to quickly reprioritize to ensure resources (e.g., staff, systems, tools, etc.) are in place to achieve objectives. Responds positively and is supportive of change initiatives.

Communication and Networking - Articulates thoughts clearly and effectively. Consistently communicates to colleagues and/or supervisor ensuring that everybody is well informed. Proactively builds informal networks and uses them to drive results within the EU community.

Results Driven - Self-motivated and can work independently and collaboratively. Supports the continuous improvement of policies to reduce inefficiencies and better achieve goals. Respectfully holds people accountable for the quality of their work and minimal errors. Strives to achieve challenging goals and works through obstacles.

Minimum Requirements

- Bachelor's degree
- Prefer 2-years or more of related experience, preferably in higher education or non-profit setting
- Demonstrated hands-on approach and experience with databases and reporting.
- Technology Skills
 - Proficient with the use of Microsoft Office Suite, including Word and Excel
 - Strong Excel skills is a plus
 - Proficient knowledge of and experience with databases
- Ability to maintain a high level of poise and professionalism in all circumstances.
- Excellent interpersonal, verbal and written communication skills is essential for interaction with university leadership, faculty and staff, alumni, volunteers, prospects and donors.
- Other Skills and Abilities
 - Demonstrated organizational skills with the ability to multitask
 - Must be detail oriented
- Seeks to treat each member of the campus community with fairness, dignity, and respect seeking a spirit of unity and harmony as we join together to achieve our common mission.

Preferred Qualifications

- Familiarity with The Raiser's Edge, Virtuoso or similar fundraising or CRM platform is a plus.
- Familiarity with MailChimp, ThankView or similar mass email/video communications platform is a plus.

About Eastern University

Eastern University is a Christian university of the arts and sciences that integrates faith, reason and justice for students in its undergraduate, graduate, Seminary, urban, professional and international programs. **Applicants should have a religious commitment compatible with its mission and be willing to support the mission and vision of the university.** The university complies with federal and state guidelines of nondiscrimination in employment; members of protected classes encouraged to apply.

Background Checks

Standard University employees are required to complete the background clearance process. Employment is contingent upon the successful results of an employment background screening. The employment background screening may include but is not limited to your consumer credit history (for positions that work with the university finances or alumni funds only), verification of education and professional credentials, criminal history, driving history, residency, immigration status, performance, references, and other qualities pertinent to your qualifications for the following position.

Youth Clearances are required for positions with direct contact with children and essential personnel positions. Employees working with or around minor age children are required to complete the youth clearance process which includes the following four child protection clearances:

- 1) Affidavit;
- 2) FBI Criminal Record Check;
- 3) Pennsylvania Department of Human Services Child Abuse History Clearance and;
- 4) Pennsylvania State Police Criminal Record Check.

In accordance with state laws, Act 73 of 2007, Act 153 of 2014, Act 168 (relating to the Child Protective Services Law), school employees of Eastern University who will have "direct contact with children" must complete the background check process prior to employment. Results must be submitted within ten days of receipt.

Description Disclaimer

This description is intended to describe the general level and nature of work performed by the person/people assigned to this position. It is not to be construed as an exhaustive list of duties and responsibilities of the person/people so assigned.