



POSITION ANNOUNCEMENT

Job title:	Director, Development Records Quality & Services		
Department:	Development Research & Resources		
Hours:	40+ per week		
Opening:	February 21, 2017	Closing:	Open Until Filled
Classification:	Exempt, Professional	Benefits:	Yes

General Position Summary:

As the leader of a growing Development Records Quality & Services team, build strategies and programs to manage and enhance the development data needed to drive the success of the University Development Program (UDP). Build a broad and deep understanding of development and fundraising best practices to best support the data and information needs for key constituent segments at each stage of the development cycle. Under the supervision of the Associate Vice President of Development Research & Resources (AVP), take responsibility to lead and grow the team accountable for:

- **RECORDS MAINTENANCE:** Manage and maintain existing development records in the UDP's development system (currently Blackbaud's The Raiser's Edge).
- **RECORDS ENHANCEMENT:** Enhance development records through strategic analysis of information/data needs within the UDP's development system.
- **LIST PRODUCTION:** Generate accurate constituent lists for development staff from the UDP's development system(s) to support a one-team, donor-centered approach to fundraising.

Supervisory Responsibility:

Supervisory responsibilities include hiring, training, and managing Development Data Quality & Services staff. This includes annual performance management as well as acting as an ongoing resource and mentor for team members. Delegate work and projects to employees based on their skill sets, knowledge, and experience. Provide guidance and direction for appropriate training and professional development.

Essential Functions/Major Responsibilities:

- Develop and implement a strategic vision for the Development Data Quality & Services team that includes specific goals, strategies, staffing, and best practices with a focus on service excellence in three core areas: records maintenance, records enhancement, and list production services.
- Exercise a high degree of independence while engaging in developing, interpreting, and implementing institutional policies, strategies, procedures, services, and business plans to ensure the accurate and timely handling/updating of constituent biographical information in support of the UDP's fundraising activities.
- Serve as an integral member of the Blackbaud CRM (BBCRM) implementation and database conversion project team, supporting work to develop new processes for data management and the development of new processes for improved data enhancement to increase data integrity and improve the efficiency of our fundraising programs in BBCRM.

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Essential Functions/Major Responsibilities (Cont.):

- Serve as a key partner and participant in developing a UDP data governance and stewardship program and structure. Take a lead role in: documenting and setting data entry and data stewardship guidelines, policies, and procedures; encouraging compliance with data entry policies and procedures; monitoring data entry to minimize duplicates and errors; validating and correcting data and updating the system; implementing procedural changes for processing such transactions; and managing data using department integrity queries and reports.
- Communicate and collaborate with key partners to identify and assess data needs and services, including: UDP leadership; University, college, and department administrators; development officers, campus business managers; the University of Arizona Alumni Association, and UA Foundation colleagues (including key partnerships with colleagues in Development Services, Financial Services, and the Leadership Giving, Board and Donor Engagement teams).
- Coordinate with the Business Intelligence team (IT) on records maintenance and reporting needs.
- Serve as an integral member of the Blackbaud CRM (BBCRM) implementation and database conversion project team, supporting work to develop new processes for data management and the development of new processes for improved data enhancement to increase data integrity and improve the efficiency of our fundraising programs in BBCRM.
- Serve as a key partner and participant in developing a UDP data governance program and structure. Take a lead role in: documenting and setting data entry guidelines, policies, and procedures; encouraging compliance with data entry policies and procedures; monitoring data entry to minimize duplicates and errors; validating and correcting data and updating the system; implementing procedural changes for processing such transactions; and managing data using department integrity queries and reports.
- Develop and maintain data quality and integrity standards for the maintenance and acquisition of biographical data for the UDP's development database, which houses more than 900,000 records of alumni, donors, and friends.
- Ensure that all biographical data is entered in the Raiser's Edge system using information obtained from a variety of sources, including: data received through Blackbaud NetCommunity (BBNC), the Telephone Outreach Program (TOP), the University of Arizona student information systems, the National Change of Address (NCOA) updates, returned mail from UDP mailings, and other information provided by UDP staff.
- Identify external data acquisition vendors, data hygiene tools, and other resources to enhance data in database. This includes identifying data needs, screening potential vendor solutions, negotiating contractual terms and pricing, and directing the application of the selected solutions.
- Develop a central service program to support the accurate and timely production of constituent lists for UDP staff to support a one-team, donor-centered approach to fundraising.
- Orient, train, mentor, coach, and develop staff members, encouraging an appropriate level of independence and supporting professional growth.
- Establish, communicate, monitor, and reinforce staff accountabilities and performance expectations via team and individual metrics.
- Maintain acute awareness of best practices, technology changes, and current issues within the advancement profession. Additionally, be aware of the goals and activities of the University and its peer institutions to adapt the strategic vision of the department.
- Perform other duties as assigned.

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Specific Job Skills:

- Demonstrated skill and knowledge of, or ability to learn quickly, the internal workings of the University of Arizona Development Program as well as the technology tools available, including The Raiser's Edge (RE) and BBCRM, a Microsoft Windows computer environment, and the Microsoft Office suite.
- Knowledge of the principles, practices, and techniques of managing a data quality/records management program in a complex and decentralized development organization, including an understanding of how data quality and records management services are integrated into those operations.
- Proficiency with query and analysis techniques and tools used to import, maintain, retrieve, and report on information stored in the UDP's main development system.
- Skill in establishing and maintaining effective working relationships, including the ability to communicate effectively. Strong commitment to customer service required.
- Strong verbal and writing skills, high attention to detail and follow-up, and excellent organizational skills are required – including the ability to set priorities and manage multiple projects simultaneously.
- Ability to manage confidential information with discretion and tact required.
- Must be flexible and adaptable to new programs in an emerging and changing environment.

Minimum Qualifications:

- Bachelor's degree or higher and a minimum of five (5) years of professional work experience in a non-profit setting - with at least three (3) years in data quality or records management services required.
- Previous management experience required.
- Proficiency in managing data resources in a complex organization.
- Experience working closely with frontline development officers and other internal stakeholders.
- Any equivalent combination of experience, training and/or education approved by Human Resources.

Preferred Qualifications:

- Master's Degree in a related field (Business Administration, Social Sciences, Library & Information Science, Nonprofit Management, etc.) desirable.
- Three (3) or more years of experience using a development or fundraising database (for example, Raiser's Edge or Advance).
- Three (3) or more years of experience working in a higher-education development role and managing data quality or records management staff.
- Demonstrated experience leading a team and mentoring or managing colleagues.

Work Environment:

- This position works in an office environment with close work on a computer.
- Willingness and ability to work evenings and weekends as required.
- Willingness and ability to travel to various offices and departments across campus and/or non-campus locations for Foundation or University business required.
- Valid driver's license required.

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To Apply:

Please send a letter of interest, resume, and three professional references (include job number **DS1706** in the subject line) to:

The University of Arizona Foundation, Attn.: Human Resources
1111 N. Cherry Avenue
Tucson, Arizona 85721
Fax (520) 621-2975
*E-mail hrdept@uafoundation.org

E-mail submission is the preferred method in Word or PDF format

The University of Arizona Foundation is an Equal Opportunity Employer.