

## **Senior Director, Advancement Services**

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The Senior Director, Advancement Services provides direction and leadership to key fundraising service areas, including data services and prospect development, with opportunities to expand service management areas. The Director serves as the primary liaison with internal and external partners, ensuring that all systems and business practices effectively support the Foundation's needs. Cross-collaborating with team members, Foundation leadership and internal end-users, the Senior Director strategically aligns available resources to create solutions that advance operational effectiveness and help achieve institutional goals. Reports to the Associate Vice President, Advancement Services.

### **PRINCIPAL ACCOUNTABILITIES**

- Manages daily workflows; provides guidance and support for all efforts, tasks and requests as required.
- Project manages technical and reporting projects, including platform upgrades, implementations, dashboards and custom report builds.
- Oversee prospect development program, including prospect identification and research and prospect information management. Could possibly expand to include direct response.
- Oversees all list request efforts, ensuring efficient turnarounds on all data requests.
- Continually assesses relationship management system; develop plans to improve system effectiveness, including software solutions and business practices.
- Establishes policies, procedures and service standards to improve delivery and customer service skills.
- Serves as a resource to help define, estimate and propose solutions for business needs; collaborate with Advancement Services team members to ensure proper solutions and systems are being used and developed in all service areas; train and assist as needed.
- Ensures the ongoing operation and security of the Foundation's database and network.
- Keeps abreast of leading and emerging Advancement Services trends; provides strategic approaches to improve current and future advancement activities.
- Works with Major Gifts and Donor Engagement & Special Events teams on key Foundation initiatives.
- Other duties as assigned.

### **Experience / Knowledge / Skills:**

- Bachelor's degree in related field or 20+ years of business experience.
- Seven (7) years of progressive experience in advancement services, database or information management within a non-profit environment; healthcare experience a plus.
- Developed advancement service operational knowledge and skills.
- Strong leadership and managerial skills; high-level of interpersonal communication skills.
- Experience managing database systems, particularly Blackbaud's Raiser's Edge and working knowledge of business intelligence reporting and/or statistical analysis tools. SQL or crystal reporting experience a plus.
- Demonstrated experience managing prospect development and research resources.
- Resourceful, creative thinker with superior problem solving skills, who can leverage technology in fast-paced, complex environment.
- Displays high degree of judgment, discretion and confidentiality.

**Apply at:** <https://jobs.memorialhermann.org/us/en/job/100138480/Senior-Director-Advancement-Services>