



THE FLORIDA STATE UNIVERSITY
FOUNDATION

Director of Data Management
Advancement Services

Position Summary

The Director of Data Management is responsible for the operation of the Gift Processing unit and the Development Data unit. This individual is the Data Steward for the FSU Advancement database and provides leadership in data entry and maintenance, customer service and staff training. By managing data as a valued enterprise asset, this individual contributes to the strategic planning and implementation of key Foundation initiatives. The Director of Data Management upholds and exemplifies the operating practices and mission of the Florida State University Foundation. The Director of Data Management will be expected to uphold and exemplify the operating practices and mission of the Foundation.

Principal Responsibilities

Operations

- Responsible for the definition, management, control, integrity, and maintenance of our Enterprise data resource.
- Responsible for the operation of the Development Data unit which processes information updates from constituents, advancement staff, members of the university community and other sources.
- Responsible for the operation of the Gift Processing unit which processes gift, Alumni Association membership and event transactions; acknowledges all charitable contributions; and prepares monthly pledge reminders.
- Provides leadership in the creation, documentation, implementation, and review of business processes and data integrity of gift, membership and advancement data in collaboration with Seminole Booster and Ringling staff.
- Collaborates with Accounting and Advancement Relations on the maintenance of data used to support the FSU Foundation's stewardship programs.
- Provides oversight of procedures for capturing digitized documents for gift transactions and other advancement data.
- Ensures that all system enhancements and related business processes include the use of electronic imaging technology where appropriate.
- Secures the identity and documents related to uniquely anonymous constituents.

Training and Communication

- Communicates advancement data policies and procedures to development staff, campus users, volunteers and constituents.

- Collaborates with other development staff on constituent questions about their gifts or other information.
- Maintains user confidentiality agreements and requests to access the FSU Advancement Database, web-based reports and the HelpDesk.
- Creates instructional materials and provides Raisers Edge, web-based reports, PaperSave, and HelpDesk training and support to advancement staff and campus users.
- Provides outreach to campus units regarding their data needs and orientation about how the FSU Advancement Database and services of FSU Foundation support their programs.
- Collaborates with others to create and implement a Train-the-Trainer program.

Management

- Instills in Data Management staff a holistic view of the role of Data Management within the FSU Foundation and larger university community.
- Responsible for the hiring, training, supervision, work plans and evaluation of two associate directors who each supervises a team of data entry staff.
- Prepares the annual operating plan for Data Management as well as the corresponding budget of more than \$50,000 (exclusive of personnel costs).
- Collaborates in the generation of reports used to manage, audit and benchmark the Data Management processing operation.
- Serves as a member of the FSU Advancement Database Integrity Committee (FADIC).
- Contributes to the implementation of new tools and software.
- Protects confidential information.

Special Skills

- Ability to inspire and lead a staff team including cross-unit teams.
- Ability to understand abstract concepts and business rules.
- Aptitude for understanding the larger ramifications of policy and procedural decisions.
- Understanding of how information is structured and reported
- Ability to validate data, identify anomalies and research discrepancies using a wide range of resources.
- Demonstrated analytical thinking, strategic planning and problem solving skills.
- Strong organizational and administrative skills.
- Excellent communication skills to include strong verbal and written proficiency.
- Customer service oriented and effective interpersonal approach.

Working Relationships

The Director reports directly to the Chief Information Officer. Supervisory responsibilities include direct line supervision of two associate director staff members who are part of a 12-member team of primarily data entry staff. Internal relationships include contact with Foundation staff, especially Accounting, Information Services, and Advancement Relations staff. External relationships include contact with individuals outside the direct line of authority, including staff in other direct support organizations, members of the university community, donors and other constituents, peers in the profession, vendors and auditors.

Qualifications

Experience: Field experience structuring, validation, auditing and reporting data; experience with the advanced functionality of various desktop applications such as Microsoft Office and Adobe Acrobat; experience in data handling techniques to include queries, data imports and exports; ability

to explain complex issues to a variety of audiences; experience in writing technical procedures, developing training materials, and implementing training programs; supervisory and team-building experience.

Education: Baccalaureate degree; advanced degree preferred.

Special Note: Responsibility for network administration, web programming, technical support and programming services are not part of this position.

To Apply:

Online App. Form: <http://www.foundation.fsu.edu>

Postal Address:

Advancement Services

Florida State University Foundation, Inc.

2010 Levy Avenue

Tallahassee, FL 32306