

Job Description



Job Title:	Manager, Advancement Operations
Department:	Dean of Science Office
Reports To:	Director, Advancement
Jobs Reporting:	Advancement Coordinator
Salary Grade:	USG 7
Effective Date:	February 2024

Primary Purpose

The Manager, Advancement Operations provides overall administrative and operational support in carrying out activities under the Director, Advancement's area of responsibility, including advancement communications, financial accountability, development, and alumni affairs. It is the incumbent's responsibility to assist the Director in handling a wide variety of activities at a high level of performance, and to ensure that the office operates in an efficient and professional manner. The Manager, Advancement Operations manages special projects and activities on behalf of the Director and may provide support and direction to Associate Directors in the Advancement unit.

Key Accountabilities

Executive Support to the Director, Advancement

- The incumbent must have a broad knowledge of the various activities and responsibilities to prepare the Director with the materials required for effective participation in and/or chairing of meetings with committees, organizations, donors, and prospects.
- Coordinates and manages the Director's schedule ensuring that all necessary information and documentation is prepared and available to meet the needs of the Director's timetable.
- Coordinates the research and writing of confidential briefing notes in preparation for donor/corporate/individual meetings by the Director, Dean and/or President.
- Ensures all participants for calls (UW staff and volunteers) are fully briefed and prepared with materials.
- Acts as liaison with senior faculty and staff members. Determines the nature and priority of business and provides information to faculty, staff, students, student organizations, and other internal and external contacts daily via in-person, email, and voicemail inquiries.
- Assists the Director with increasing the sense of Advancement's identity, cohesion, and team collaboration.
- Interacts frequently with the Office of the President, and other administrators to relay information, seek advice, engage parties in visits/events/meetings.
- Given the Director's schedule which requires frequent out of office calls/visits to other cities, the incumbent needs to maintain management of the office, in the Director's absence, while keeping the Director well informed of priorities and urgencies as they arise.
- Provides both high-level and general administrative support, including but not limited to mail, email, including confidential matters, screening calls, arranging travel, meetings, etc.
- Notes information that requires follow up, and independently responds to inquiries and composes associated draft correspondence, reports, etc.
- Supports the Director on internal committees and/or acts as a resource person to such committees. May take and compile minutes, prepare agendas, and perform follow up as required. Conducts research on associated topics and prepares reports as necessary.

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- Contacts donors and senior corporate and university officials to coordinate meetings on behalf of the Director, and often, the Dean and senior university volunteers, requiring the coordination of several individuals' calendars, and in several geographic locations.
- Organizes campus visits for senior corporate officials, dignitaries, and donors, often involving the Dean, President, and other senior faculty members.

Administrative Management

- Responsible for the recruitment, evaluation, performance management, and professional development processes for the Advancement Coordinator.
- Manages and approves time off requests on behalf of the Director, Advancement in Workday.
- Designs and maintains the office filing systems - electronic and hard copy.
- Provides logistical support for a variety of Advancement events (alumni, donor, recruitment, Dean's Office).
- Coordinates travel arrangements and travel claims using Concur.
- Manages databases and departmental mailings (print and electronic) for the annual report, alumni appeals and magazine, event invitations, etc.
- Orders and maintains inventory of advancement materials and supplies (promotional collateral, office supplies, promotional items, etc.).
- Maintains filing system for photography and imagery.
- Creates event reports.
- Assists in the coordination of tours for special guests, donors, dignitaries, and visitors.
- Organizes and manages donor data entry into Raiser's Edge database. Creates and pulls reports from Raiser's Edge
- Schedules and coordinates internal and external meetings, equipment, and support materials.
- Works collaboratively to assemble and proofread memos, letters, proposals, presentations, and other materials to support development and alumni activities.
- Records, transcribes, and distributes meeting minutes.

Financial and Reporting

- Assists the Director in the preparation of the annual operating budget of the Advancement Office.
- Monitors the budget and follows up on financial matters as required.
- Prepares projections and variance reports as necessary.
- Provides financial details regarding budgets, reporting, expenses, etc. to the Faculty Administrative Officer and Faculty Financial Officer, as needed.
- Manages the monthly account reconciliation and maintains expense records for all transactions going through the Advancement Office's operating account.
- Creates reports from Raiser's Edge database.
- Responsible for overseeing the coordination of charitable gift transactions to the Faculty, including gift agreements and MOUs, tracking and reporting, acknowledgement, and recognition, ensuring compliance with University policies and industry best practices.

Special Projects

- Administers and coordinates special projects and departmental initiatives. Researches topics, analyzes data, creates PowerPoint and other graphic presentations.
- Works closely with the Director on building relationships with other departments within the Faculty/University and with external stakeholders.
- Other duties as assigned by the Director, Advancement.

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and*

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safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.

Required Qualifications

Education <ul style="list-style-type: none">• University undergraduate degree preferred, or equivalent combination of education and experience.
Experience <ul style="list-style-type: none">• Administrative leadership, project management, and managerial experience with a demonstrated ability to manage concurrent projects under tight deadlines.• Ability to adapt to changing administrative and financial systems• Excellent human resources management skills, and the ability to guide and develop staff and foster team relationships.• Development and alumni relations experience an asset.• Experience developing, monitoring, and managing budgets; ability to analyze, synthesize and organize financial information.• Independent judgment in areas of time management, task prioritization, and decision making.• Event planning experience, would be considered an asset.
Knowledge/Skills/Abilities <ul style="list-style-type: none">• Must be a strong communicator (oral and written) with the ability to build relationships with senior administrators, alumni, donors, and students.• Comfortable in high profile networking environments where developing new relationships is expected.• Possess strong planning and organization skills with exceptional attention to detail.• Must be a problem solver with a friendly, professional, customer service-oriented personality.• High level planning, time-management, and project management skills.• The ability to interact with a wide variety of people in many different contexts.• Ability to conduct themselves with a high degree of diplomacy and tact. Possess the ability to adhere to privacy guidelines.• Technical skills/knowledge – Unit4, Concur, AirTable, Raiser’s Edge, etc. would be considered an asset.

Nature and Scope

- **Contacts:** Interacts regularly with the Directors of Advancement, alumni, and donors; Faculty Financial Officer, Faculty Administrative Officer, Office of Advancement, Dean of Science, other faculty advancement offices.
- **Level of Responsibility:** Must be able to make informed decisions cognizant of broader accountability in a role representative of the university; Ability to take initiative where minimal direction is provided; Be proactive in contributing ideas and solutions to the Director and other team members; Provide guidance and support to team members; Establishes goals in consultation with Director, Advancement.
- **Decision-Making Authority:** Directs administrative functioning of the Advancement unit, co-op students in project-based initiatives. Recommends program modifications when necessary.
- **Physical and Sensory Demands:** No significant physical risks. Minimal exposure to disagreeable conditions typical of a supervisory position
- **Working Environment:** Occasional travel required Working Hours: Regular working hours, some evening/weekend work required. Risks – physical and psychological.