

At Pacific Ridge School, our mission statement drives all of our work: *In a community that fosters academic excellence, ethical responsibility and global engagement, Pacific Ridge School prepares students for college and a purposeful life.*

Position Summary

The Development Services Manager's primary role is to support the strategic goals of the Philanthropy Office at Pacific Ridge School (PRS) through database management, financial tracking and reporting and administrative support. The Manager functions as a leader for the Philanthropy Office's internal work flow. The Development Services Manager is responsible for the overall management and integrity of the Senior Systems database, for instilling best practices in advancement systems and procedures, for overseeing all advancement mailings and gift recordings, and for researching and coordinating introduction of new technologies and platforms, such as a potential conversion to Raisers Edge. This position also functions as primary support for the Philanthropy team and reports to the Executive Director of Philanthropy and Alumni Relations.

In consultation with the Executive Director of Philanthropy and Alumni Relations, the following are the Manager's essential duties and responsibilities:

Database Management

- Manage the School's Senior System database to create, track, manage and upload all constituency records and information in a timely manner. This includes creating new parent and grandparent records and sibling additions every year, and it includes detailed maintenance of constituent codes, funds, appeals, attributes, relationships, personal information, event attendance, and more.
- Update constituent codes with change of status (i.e., current parents to alumni parents) on a timely basis to facilitate appropriate communication.
- Maintain accurate contact information for all constituencies through proactive updating of addresses, phones, emails and social media options. This includes NCOA list verification to capture moves and undeliverables, alumni and email finder services, screenings and imports.
- Maintain and update all aspects of the database including global changes and complex exporting and importing procedures. Transfer new family information from other internal databases.
- Conduct batch wealth screenings and sync where possible with database.
- Develop and maintain expertise in database and systems, train staff where needed, assist with new and complex data features, and supervise any software conversion process or change.

Gift Processing

- Enter and process all gifts and pledges into database. Generate and mail all acknowledgement letters, receipts, statements and pledge reminders on a timely basis. Provide appropriate documentation to Business Office to ensure gifts are booked correctly.

- Reconcile monthly with Business Office on new gifts and pledges, outstanding balances, and year-to-date fundraising totals.
- Oversee gift acknowledgement protocols to ensure proper donor stewardship.
- Manage preparation of letter templates for all gift acknowledgements and ensure refreshed wording from year to year.
- Process credit card transactions, one-time or recurring, as necessary and follow up on failed transactions.
- Commit to being onsite during heavy volume periods at end of calendar and fiscal years for prompt gift processing and reporting.

Reporting

- Produce regular gift summary reports as well as other financial, analytical, statistical and demographic reports as needed by the Philanthropy Office, Head of School or Board of Trustees.
- Prepare and proof for accuracy all donor listings for the Annual Report.

Mailings and Communications

- Oversee all mailings, including producing constituent lists, database segmentation, mail merges and coordination with outside mailing houses. For in-house mailings, prepare by hand, including stuffing, sealing and affixing postage.
- Draft additional communications as necessary, such as requesting grandparent addresses or verifying unsubscribe requests from constituents.

Administrative Support

- Maintain hard copy donor files
- Conduct batch wealth screenings and sync where possible with database.
- Oversee completion and submission of reimbursement forms for Philanthropy expenses.
- Provide general office oversight and support for all development and alumni functions, including reception, answering calls and taking messages, maintaining adequate inventory of office supplies, copying/scanning, ordering donor stewardship items, occasional offsite errands.
- Provide general support for all development and alumni events, including staffing events, making name badges, tracking RSVPs and more.
- As a member of the Philanthropy Office team, the Development Services Manager may be asked to perform other tasks and assist with other projects and events as needed.

Qualification

Bachelor's degree (BA) from four-year college or university with two or more years additional experience in non-profit fundraising, preferably in independent school or higher education setting. Strong preference for candidates with mastery in donor database systems, especially Senior Systems and Raisers Edge. The successful candidate will be detail oriented, pay meticulous attention to accuracy, and have strong organizational, analytical and problem-solving skills.