

ADVANCEMENT SERVICES SPECIALIST

DEFINITION

Under general supervision, performs a broad range of responsibilities supporting fundraising activities and operations for the Mt. San Antonio Foundation. Provides programmatic support in the areas of donor relations, scholarships, marketing (including updating of the Mt. San Antonio College Foundation website), database management, donor solicitation, and event management. Coordinates with the College's departments and Divisions. Performs a variety of advanced programmatic support duties of considerable complexity requiring a significant level of knowledge of the Mt. San Antonio Foundation, its services, policies, procedures, and operational details and provides support to the Foundation's management team.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Director, Development and Alumni Relations with regular collaboration with Executive Director of Development & the Mt. San Antonio College Foundation. Provides technical and functional direction to volunteers, hourly support staff, and student workers as assigned.

CLASS CHARACTERISTICS

Incumbents are capable of performing advanced and complex administrative and project-based duties, including administering complex budgets, overall department office coordination and assisting in department-related projects and programs. This class is distinguished from other administrative support classifications in that it is specifically assigned to the Mt. San Antonio College Foundation and is part of the operational team, and performs a greater number and variety of specialized and complex functions in support of the day-to-day operations of the Foundation.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Oversees the entering of daily gifts, preparing donor receipts and acknowledgment letters, validating work of other staff entering donor records, creating pledges, reminders, and managing departmental deposits.
2. Coordinates the database vendor contract, managing data transfers and executes all database functions with priority on integrity.
3. Oversees annual solicitations and tracking of scholarship renewals,
4. Coordinates with the District's Information Technology for secure transfers of information.
5. Coordinates with Communications and Marketing staff for timely updates to the Mt. San Antonio College website.
6. Composes and prepares complex correspondence, reports, agendas, databases, and other complex documents using considerable judgment in content and style.
7. Performs skilled word processing, mail merges, and data entry, and typing.
8. Provides information to students, staff, faculty, and all external constituencies, donors, alumni, other public and regulatory agencies, community groups, the business community, and the general public.
9. Develops simple marketing materials that require experience with desktop publishing software.
10. Administers and maintains complex budgets with significant dollar amounts, including preparing budget projections.
11. Prepares departmental agenda packets or agenda items for the Foundation Board of Directors and other boards, committees, and the executive leadership team, and, prepares meeting minutes.
12. Coordinates the workflow of the office, follows up on assigned projects and proactive planning of future tasks behalf of the administrator.
13. Works directly with managers, staff, and faculty on specific Advancement projects.

14. Coordinates and participates in the preparation of the department budget, including gathering and analyzing data related to expenditures and projected charges; monitors budget expenditures and revenues; initiates department purchases for office supplies and other items as assigned; prepares payment of invoices; processes department requisitions and appropriation transfers; assists in the development of contracts; develops special statistical reports regarding budgetary information.
15. Works with Fiscal Services to coordinate financial and accounting related duties, including reconciling purchasing orders, tracking vendor and invoice information, bid requests, price quotes, purchase and expenditure requests; prints and reviews invoices for accuracy; follows up with vendors.
16. Assists or administers assigned department projects, processes, and/or programs; provides assistance to department staff in various research and department-related projects; participates in developing and implementing department or campus-wide policies and procedures.
17. Assists in coordinating and supporting annual Foundation financial audit; i.e., providing list of requested transactions, report back-up and balance queries.
18. Manages the database inventory and extracting information and developing standard reports.
19. Handles confidential and sensitive issues with discretion.
20. Among the proofreading process, verifies data from all sources, content for solicitations, marketing and web materials.
21. Accepts and deposits cash funds. Issues receipts and maintains donor records accordingly.
22. Processes and prepares a variety of documents, materials, and records according to established procedures and practices.
23. Designs and implements complex file, index, tracking, and record keeping systems; researches and/or gathers records, data and written information regarding departmental programs and processes to prepare complex reports and provide follow-up information to customer and staff inquiries.
24. Operates a variety of standard office equipment, including job-related computer hardware and software applications, copiers, scanners, postage meters, facsimile machines, multi-line telephones, and transcription equipment; may operate other department-specific equipment.
25. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
26. Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Practices and methods of general office administration, including the use of standard office equipment.
2. Basic principles and practices of providing technical and functional direction and training to assigned staff.
3. Computer applications related to the work, including word processing, database, spreadsheet applications, graphic design, and desktop publishing.
4. Applicable Federal, State, and local laws, codes, regulations, and policies, technical processes, and procedures related to Advancement.
5. Principles and procedures of financial record keeping and reporting, basic accounts payable, and purchasing.
6. Principles and practices of data collection and report preparation.
7. Business letter writing and the standard format for reports and correspondence.
8. Business arithmetic, financial, and statistical techniques.
9. Record keeping principles and procedures.
10. Modern office practices, methods, and computer equipment.
11. Alphabetical and numerical filing methods.
12. English usage, spelling, vocabulary, grammar, and punctuation.

13. Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, disabilities, socio-economic, and ethnic groups.

Skills & Abilities to:

1. Maintain confidentiality and discretion in handling and processing confidential information and data.
2. Interpret, apply, and explain applicable Federal, State, and local laws, rules, regulations, policies, and timelines, as well as complex administrative and departmental policies and procedures.
3. Perform responsible programmatic support work with accuracy, speed, and general supervision.
4. Provide varied and responsible office administrative work requiring the use of tact and discretion.
5. Participate in the preparation of department budget, including gathering and analyzing data related to expenditures and projected charges and monitoring budget expenditures and revenues.
6. Plan, schedule, assign, and oversee activities of assigned personnel and student workers.
7. Oversee the work of others and maintain established quality control standards.
8. Train others in proper and safe work procedures.
9. Identify and implement effective course of action to complete assigned work.
10. Develops and maintains up to date knowledge of various District programs in order to coordinate Advancement projects.
11. Communicates independently or from brief instructions with all constituents, including board members, campus staff, faculty, and donors.
12. Understand and carry out complex oral and written directions.
13. Research, analyze, and summarize data and prepare accurate and logical written reports.
14. Make accurate arithmetic, financial, and statistical computations.
15. Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
16. Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
17. Operate and maintain modern office equipment, including computer equipment and specialized software applications programs.
18. Use English effectively to communicate in person, over the telephone, and in writing.
19. Understand scope of authority in making independent decisions.
20. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
21. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to an Associate's degree from a regionally accredited college and five (5) years of experience providing programmatic support to a fundraising function are required.

Preferred

Equivalent to graduation from a regionally accredited four-year college or university and work experience provide programmatic support to a fundraising function in a higher education setting are preferred.

Licenses and Certifications:

- Possession of, and ability to maintain, a valid California Class C Driver's License by time of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Incumbents in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Incumbents must possess the ability to lift, carry, push, and pull materials and objects weighing up to 20 pounds.

ENVIRONMENTAL ELEMENTS

Incumbents work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Incumbents may interact with staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.