

Director of Operations

Job Description

Position Information

Position Title	Director of Operations
Position Number	DEVARPRFS14*4486
Department	Development and Alumni Relations
Reports to (Title)	Vice President for Development and Alumni Relations

Seated Employee

Employee First Name
Employee Last Name

Job Summary
In three to five sentences, please briefly describe the job’s primary purpose to the department.

Job Summary	Reporting to the Vice President for Development and Alumni Relations, the Director of Operations fulfills the College’s mission by leading strategy for, and overseeing day-to-day operations of Development Operations including database management, budgeting, prospect research and analytics, gift processing, and fundraising and engagement reporting.
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Position Summary Information

Select the level of education needed to successfully accomplish the essential duties of this job.	Bachelor’s degree from four-year college or university
If a specific degree, certification, license, or registration is necessary, please list.	n/a
Select the level of experience needed to successfully start the position and accomplish the essential duties of this job.	Seven years or more
Preferred Qualifications	Computer Programming, Business Analytics and Visualization, CRM experience all are necessary
FLSA Category	Exempt
Staff/Faculty	Staff
Employment Status	Full-Time
Employment Category	Regular

Essential Staff (emergency situations)?

No

On-Call?

Essential Responsibilities

List the job's most important responsibilities. There are probably no more than six of these. Also indicate the approximate percent of time spent on each job function. (Note: Do not record how the job responsibilities are carried out.)

Essential Responsibility percentage of time needs to equal 100%

Responsibility

Lead and manage the Operations team and execute the functions of the team which includes database management, reporting / business intelligence, and the continuous improvement of all processes and systems.

Percentage Of Time

50

Responsibility

Serve as the direct supervisor of the Assistant Director for Prospect Research ensuring coordination of research assignments and deadlines and intentional strategies to develop and refresh a robust donor pipeline in pursuit of fundraising growth and campaign goals

Percentage Of Time

10

Responsibility

Serve as a champion for a data- and technology driven Advancement culture by partnering with colleagues on information and technology strategies and initiatives throughout DAR. Ensure quality and standards are maintained in accordance with department policy, College policy, and industry best practices.

Percentage Of Time

10

Responsibility

Partnering with the Associate Director for Data, Analytics and Reporting to develop strategic analytical models, reports, and dashboards that provide performance data and business intelligence to the DAR senior team and College leadership.

Percentage Of Time

20

Responsibility

Promote a culture of donor-centric development and compliance with all gift and/or fund transactions by preventing, investigating and/or correcting issues through consultation, education and enforcement of departmental policies and procedures.

Percentage Of Time

10

General Responsibilities

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(1) Maintain regular attendance in accordance with department policy.

(2) Comply with all safety policies, practices and procedures. Report all unsafe activities to supervisor and/or Human Resources.

(3) Understand and comply with the policies of the College Staff Handbook.

(4) Demonstrate commitment to customer service. Establish effective relationships with internal and external customers and respond to their needs.

(5) Perform duties as a team member in a manner supportive of department and College procedures, policies and goals.

(6) Protect confidentiality of College information.

(7) Provide leadership to others through example and sharing of knowledge/skill.

(8) Communicate with others in a courteous and helpful manner.

(9) May be asked to fill positions considered essential during weather emergencies or other events requiring special staffing.

(10) Perform other duties as assigned.

Supervisory Responsibilities

Does this job have supervisory responsibilities?	Yes
If yes, then check all that are supervised by this position.	
Supervise Student Staff	Yes
If you supervise student staff, enter approximately how many and the total hours? (e.g., 2 students/XX hours)	1-3
Supervise Non-Exempt Staff	No
If you supervise non-exempt staff please enter the number.	
Supervise Exempt Staff	Yes
If you supervise exempt staff please enter the number.	4
Select the level of supervision that this position provides.	Supervise/manage/direct the selection, training, development, appraisal and work assignments of personnel.

Supervision Received

Select the level of supervision that this position receives from their supervisor.	Direction: receive guidance with respect to general objectives; in the majority of tasks and projects assigned, determine methods, work sequence, scheduling, and how to achieve objectives of assignments; operate within specific policy guidelines.
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Computer Operations

Please check one of the following	Utilize complex computer operations (intermediate programming, relational databases, and operating systems) and advanced features of software packages (word-processing, spreadsheet, graphics, etc.)
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Travel

Please check one of the following	Minimal overnight travel (up to 10%) by land and/or air.
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Essential Function Analysis

Accurate identification of essential and marginal functions and the time required is important for making a variety of personnel decisions, including recruitment, hiring, performance evaluation, discipline, training and accommodation. The analysis explains the components of the job by identifying who, what, why, how much, and when.

Essential functions are those functions that individual must be able to perform either unaided or with the assistance of a reasonable accommodation. A job function may be considered essential if it meets one of the following criteria:

- the position exists for performance of the function;
- a limited number of employees can perform the function, and it, therefore cannot be reassigned;
- the function is specialized and requires certain expertise to perform it.

Many jobs will also have marginal functions. Marginal functions are those that may be performed by the position but are not tasks critical to job success, can be completed in a number of ways by a variety of people, and are not the primary functions for which the position exists.

Mental/Cognitive Requirements

How much on-the-job time is spent in the following mental/cognitive activities? Show the amount of time by checking the appropriate boxes below.

Analyzing information or data	Over 2/3
- Essential or Marginal?	Essential
Effective communication skills	Over 2/3
- Essential or Marginal?	Essential
Composing & comprehending communication materials	Over 2/3
- Essential or Marginal?	Marginal
Establishing effective interpersonal relationships	Over 2/3
- Essential or Marginal?	Essential
Adjusting to changes (work load, environment, department structure, etc.)	Over 2/3
- Essential or Marginal?	Marginal
Using logic to define problems, collect information, establish facts, draw valid conclusions, etc	Over 2/3
- Essential or Marginal?	Essential
Making decisions of moderate to substantial consequence	Over 2/3
- Essential or Marginal?	Essential
Performing mathematical calculations	1/3 to 2/3
- Essential or Marginal?	Essential
Editing reports or technical materials	Over 2/3
- Essential or Marginal?	Essential
Planning and organizing (work load, schedules, events, etc.)	Over 2/3

- Essential or Marginal?	Essential
Handle stressful, emotional and/or frustrating situations	Over 2/3
- Essential or Marginal?	Essential
Working with numerous distractions	1/3 to 2/3
- Essential or Marginal?	Essential
Working under a time pressure and within timelines/deadlines	1/3 to 2/3
- Essential or Marginal?	Essential
Coordinating work with others	Over 2/3
- Essential or Marginal?	Essential
Handling multiple assignments and priorities	Over 2/3
- Essential or Marginal?	Essential
Completing work in an accurate manner	Over 2/3
- Essential or Marginal?	Essential
Concentrating - maintaining attention to details and task	Over 2/3
- Essential or Marginal?	Essential
Memory functions (remembering names, details and procedures)	Over 2/3
- Essential or Marginal?	Essential

Physical Requirements

How much on-the-job time is spent in the following physical activities? Show the amount of time by checking the appropriate boxes below.

Remaining in a stationary position	Over 2/3
Traverse/move locations	1/3 to 2/3
Ascend or descend between floors	Under 1/3
Reach with hands and arms	Over 2/3
Ascend or descend ladder	None
Position self to access small or restricted spaces	None
Communicate or exchange information	Over 2/3
Detect specific flavors or odors	None

Does this job require that weight be moved or force be exerted? If so, how much and how often? Check the appropriate boxes below.

Weight lifted or force exerted: up to 10 pounds (with or without assisted device)	1/3 to 2/3
Weight lifted or force exerted: up to 25 pounds (with or without assisted device)	Under 1/3
Weight lifted or force exerted: up to 50 pounds (with or without assisted device)	None
Weight lifted or force exerted: up to 100 pounds (with or without assisted device)	None
Weight lifted or force exerted: more than 100 pounds (with or without assisted device)	None
Please check one of the following	Light physical activity performing non-strenuous daily activities.
Does this job have any essential vision requirements? Check all that apply.	Close vision (clear vision at 20 inches or less), Color vision (ability to identify and distinguish colors), Peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point), Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus)

Work Environment

How much exposure to the following environmental conditions does this job require? Show the amount of time by checking the appropriate boxes below.

Wet or humid conditions (non-weather)	None
Extreme cold (non-weather)	None
Extreme heat (non-weather)	None
Outdoor weather conditions	None
Work near moving mechanical parts	None
Work in high, precarious places	None
Air Contamination (i.e., dust, fume, smoke, toxic conditions, disagreeable odors)	None
Toxic or caustic chemicals	None
Work with explosives	None
Risk of electrical shock	None
Vibration (i.e. operating jackhammer, impact wrench)	None
Risk of radiation	None
Confined Spaces	None
Please check one or more of the following locations where this job would work	Well-lighted, heated and/or air-conditioned indoor setting with adequate ventilation.
How much noise is typical for the work environment of this job? Check	Moderate noise (examples: business office with computers and printers, light traffic)

the appropriate level below.

Additional Information

Include any other physical, mental or environmental information that will aid in the preparation of an accurate description of this job.

Position Documents

No documents have been attached.