



JOB POSTING : Sr. Director of Advancement Services

The Senior Director for Advancement Services is a new position that will report to the Chief Advancement Officer. The Sr. Director will focus on providing executive level leadership and management for all operational, informational, and analytical components of the University Advancement program, including Alumni and Development Information Services, Alumni and Development Communication, and the Prospect Management and Research programs. The Sr. Director will be responsible for bringing industry standards and best practice strategies to advancement services and providing short and long term planning that aligns with the division's strategic plan.

Essential duties and responsibilities:

- Support the priorities of the University of Memphis and University Advancement, assisting the CDAO in planning, implementing, and achieving annual division-wide goals and objectives. Provide strategic vision with respect to the department's role and responsibility in achieving those goals.
- Establish performance metrics for the department and monitor progress toward goals. Foster a culture of respect, support, and professional growth among the staff to ensure success in meeting goals.
- Serve as a senior leader in the division. Collaborate with other members of the advancement leadership team and support events and activities as necessary.
- Develop and implement plans for how technology supports the advancement division and can be used to enhance engagement with constituents, with a focus on innovation.
- Maintain and/or establish systems and procedures in advancement services that will support the University's next comprehensive campaign and comply with industry standards/regulations, including standards for ethics and confidentiality, for the dissemination of information about donors and prospects to the appropriate staff, and standard reporting tools to convey information.
- Represent the division in cross-campus committees and build effective relationships across the University of Memphis community.
- Ensure that excellent customer service is provided to all internal and external constituents.

Educational/Experience Requirements: Bachelor's degree required. Master's degree preferred. Minimum of ten (10) years of experience in a data-driven development or advancement office, preferably in higher education, or a closely related field and seven (7) years in a supervisory role.

Qualifications:

- Demonstrated understanding of the alumni engagement continuum and donor cultivation cycle and the critical role of the advancement services enterprise in this process.
- Ability to work independently as well as part of a team; establish and maintain professional relationships with internal and external constituents.
- Ability to communicate both verbally and in writing with technical and non-technical personnel.
- A commitment to innovation and continuous improvement.
- Ability to manage and move forward several priorities at the same time, without losing focus on the University's overall mission, priorities, and values.
- Ability to maintain confidentiality and exhibit good judgment in making independent decisions that support the mission, priorities, and values of the University of Memphis.
- Demonstrated management skills. Ability to train and motivate staff and a commitment to the advancing the learning and development of others.