

Job Level	Senior Development Operations Coordinator	Technical/Support Level II
Oversight Received	<ul style="list-style-type: none"> <li>* Full decision making authority regarding Development Team internal processes.</li> <li>* Manage gift acknowledgement process (create thank you letters, weekly gift reports, and customized donor communications; track mailings).</li> <li>* Independently manage the integrity of donor data and gift fund management (create new funds; write fund agreements; track proposals, contact reports, and pipeline information in the Advance database).</li> </ul>	<ul style="list-style-type: none"> <li>• Completes tasks without immediate supervision</li> <li>• Work is regularly checked.</li> </ul>
Problem Solving	<ul style="list-style-type: none"> <li>* Create and maintain processes to support frontline fundraisers, dean, and department heads in their donor interactions (write briefs, prepare materials, develop presentations, support proposal creation, new fund paperwork, gift transmittals, gifts in kind, letters of intent, Ad-Hoc reporting, and electronic giving administration as needed).</li> <li>* Ensure accurate processing of donor gifts and manage gift funds in adherence with donor intent and University Advancement and Colorado State University Foundation policies.</li> <li>* Manage development operations to empower Dean and development team to identify, qualify, cultivate, solicit, and steward alumni and other major gift (\$25,000+) donors. Responsible for understanding and executing the Donor Bill of Rights, and maintaining positive donor relationships and confidentiality.</li> <li>* Manage special projects as needed to support meaningful donor engagement (events, gifts, web and newsletter stories, online giving pages, etc.).</li> <li>* Provide coordination and project management for the University Advancement Principal Gift (\$1M+ size gifts) strategy for CSU – a collaborative pod-style structure to include partners across the university participating in a successful “moves management” strategy to collaboratively deepen donor relationships with CSU’s most generous donors/prospects. This role will work with the EDOD, AVP, VP and Donor Relations Team within University Advancement.</li> </ul>	<ul style="list-style-type: none"> <li>• Problems encountered are varied but similar.</li> <li>• Responses typically drawn from pre-established solutions.</li> <li>• Resolves non-routing issues escalated from junior team members</li> </ul>
Interaction/ Communication	<ul style="list-style-type: none"> <li>* Resolve donor-related questions and concerns quickly and effectively, understanding when to bring any given situations to leadership.</li> <li>* Supervise a team of Development Team Student Hourly employees. Oversee their work in reporting, data management, gift acknowledgement, processing development team travel and expenses, and special projects.</li> </ul>	<ul style="list-style-type: none"> <li>• Audience is typically knowledgeable about the subject matter.</li> <li>• May need to present information in multiple written forms.</li> </ul>
University Impact	<ul style="list-style-type: none"> <li>* Work with frontline fundraisers, faculty and staff from the eight academic units in the College, central University Advancement staff, and the CSU Foundation.</li> <li>* Manages and facilitates gift acceptance, fund creation, donor acknowledgement and stewardship, supervision of student workers, and special fundraising projects.</li> </ul>	<ul style="list-style-type: none"> <li>• May be accountable for on-time delivery of own work or that of others on the team.</li> </ul>
Typical Education	<ul style="list-style-type: none"> <li>* Bachelor’s degree and minimum 2 years office experience</li> </ul>	<ul style="list-style-type: none"> <li>• Requires technical know-how and broad understanding of subject area.</li> <li>• May require vocational qualification or certification.</li> </ul>