

## **Assistant Director of Advancement Services**

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**Summary:** The Assistant Director of Advancement Services is responsible for creating and managing all event registration and donation projects through the Slate for Advancement database. This position is the department's Slate for Advancement subject matter expert on event and donation portals and provides training and documentation to ensure cohesive and efficient system use. This position shares duties of gift processing with the Advancement Services team, ensuring all cash gifts, stock donations, and pledges comply with IRS guidelines for charitable giving, are accurately recorded in the Slate for Advancement database and reconciled with the Finance Office. This position reports to the Associate Director of Advancement Services. *This position is exempt from provisions of the Fair Labor Standards Act (FLSA) and is not eligible to earn overtime pay for hours worked above 40 in a single work week.*

**Essential Duties and Responsibilities** include:

### **Advancement Services**

- Directs all Slate event projects with campus partners. Collaborates with all campus partners in need of event registrations or donation forms and meets project deadlines.
- Ensures all Slate event and donation projects align with Queens brand and deliver a seamless user experience.
- Consults with Finance on the correct use of funds for event-based projects running through Slate for Advancement.
- Enables event managers to access their event or donation data. Identifies areas the data collected from event projects can benefit the Advancement Team.
- Imports event information into the Slate for Advancement database from campus events hosted without the use of Slate.
- Develops functionality of the Slate for Advancement database for events, including development of reports, queries, and dashboards. Provides weekly updates to the advancement team on upcoming campus events running through Slate.
- Manages Slate training for Advancement staff and other campus partners on event forms and data collection; develops and updates training materials.
- Consults with Slate users on query and report creation, and troubleshoots problems to ensure resolution. Analyzes and identifies potential issues regarding Slate usage and recommends solutions.
- Maintains accurate constituent records. Assists in data clean up projects determined by the Advancement Team.

### **Gift Processing**

- Manual gift entry of all checks, gifts in kind, stock, wire transfer, and payroll deductions on a daily basis.
- Manages the accurate processing of charitable gifts and grants to ensure data integrity guidelines and procedures are followed.
- Reviews online gift transactions received through Slate donation pages to ensure accuracy and prompt resolution of any discrepancies.

- Creates queries, exports, and reports using the Slate for Advancement database and the Microsoft Office software suite.
- Analyzes documentation for incoming gifts to determine any restrictions and ensures creation of new funds, if needed.
- Evaluates quid pro quo benefits for memberships and gifts and determines correct language for gift receipts, using knowledge of IRS charitable giving guidelines,
- Creates and maintains Slate merge communications for all gift acknowledgements, including tax receipts, thank you letters, honorariums, and pledge reminders.
- Oversees the import of gift revenue from third party giving platforms into Slate to ensure accuracy and identify and correct errors.
- Maintains organized files of all daily transmittals and gift documentation for auditors. Serves as a key resource for annual audits.
- Accurately and timely tracks and monitors receipt of corporate matching gifts.

#### **Secondary Functions:**

- Supervises student workers, making assignments and providing training and feedback.
- Staffs university events as needed as part of the Advancement team.
- Other duties and special projects may be assigned to meet department and university needs.

#### **Experience, Knowledge and Skills Required:**

- Two to three years of development or transferable experience.
- Detailed knowledge of IRS guidelines for charitable giving, including definitions of charitable gifts, regulations around quid pro quo transactions and acceptable verbiage for gift receipts. as well as a working knowledge of CASE standards.
- Software savvy (*primarily Microsoft Office, Word & Excel, and the ability to quickly learn Queens-unique software*); *experience using CRM technology* (including query, form, and report design) strongly preferred. Familiarity with Slate a plus.
- Self-motivated team player who produces accurate and timely work as a result of strong organization and attention to detail.
- Track record of taking initiative and thinking creatively in resolving questions.
- Solid problem-solving skills and the ability to analyze components and arrive at a logical course of action while knowing when to seek assistance or direction.
- Excellent interpersonal and customer service skills and experience interacting with multiple constituencies (donors, faculty, staff).
- Ability to use discretion when dealing with sensitive, confidential information.
- Detail-oriented, with appreciation for the visual impact of documents and reports.
- Excellent follow-up and follow-through skills, ensuring on time and accurate completion of short- and longer-term assignments.
- Strong written and verbal communication skills and a gift for identifying information that should be escalated immediately.
- Flexibility to work some evenings and weekends as needed for special events and projects.
- Bachelor's degree or equivalent combination of education and experience.

## Application Process

Qualified candidates should submit documentation listed below via email to **hr@queens.edu** in (.doc) or (.pdf) format. Incomplete applications will not be considered. Include the following:

1. A cover letter addressing position qualifications and experience
2. Current CV or résumé
3. Salary requirements
4. Contact information for three professional references.

Be sure to include "**AD-ADS**" and **YOUR NAME** in your email Subject Line.  
(**Example:** AD-ADS Shawn Mullin)

**Submissions received by January 15, 2022** will receive first consideration. Queens will continue to accept applications until the position is filled.

## Queens University of Charlotte

Located in the heart of the nation's second fastest growing metropolitan area, Queens University of Charlotte leverages the city's diverse and thriving environment as an extended classroom. Nationally recognized for undergraduate programs in international and interdisciplinary education, Queens blends the best of liberal arts learning with professional preparation and community engagement. Focused on supporting success for diverse learners, faculty build close and collaborative relationships with students and help them build intentional and individualized roadmaps for flourishing at Queens and beyond. At the graduate program level, the University offers innovative educational experiences that help learners advance professionally and retool for new opportunities. Our environs afford faculty myriad opportunities to advance their own professional growth and teaching and research interests by collaborating with vibrant industry, non-profit, and community organization sectors.

Because of our history of innovation and our legacy of strong leadership, **Queens is positioned to be among the new forerunners of American higher education.** This is a defining moment for Queens. While other institutions are focused on sustaining and surviving, we are thinking much bigger.

Institutions that understand what is needed and are willing to reimagine what is possible can position themselves to thrive and strengthen their market position after the pandemic with innovative approaches that are deeply connected to the world and its greatest challenges.

By 2030, **Queens aspires to become the leading, private, national university of Charlotte** with deep, meaningful, and reciprocal connections to the needs of our local community and economy; inventive and multidisciplinary academic programs that are connected to the world's most pressing challenges and biggest areas of opportunity; a fully connected, integrated, and innovative set of experiences that support holistic wellness and wellbeing; a culture of continuous improvement and investment that enables faculty and staff to flourish and achieve their full potential; and a

comprehensive approach to diversity, equity, and inclusion that begins on campus and radiates throughout the community.

Queens University of Charlotte is an equal opportunity employer and is firmly committed to supporting and celebrating all forms of diversity. Queens does not discriminate on the basis of race, color, gender, sex (including pregnancy, childbirth and conditions related to pregnancy or childbirth), sexual orientation, gender identity or expression, religion, age, national origin, disability, political beliefs, veteran status, genetic information or any characteristic protected by law in the administration of its educational and admissions policies, scholarship and loan programs, athletic programs, employment and hiring policies, or other University-administered programs.

Any individual with a disability who needs any reasonable accommodation under the Americans with Disabilities Act to apply for a position or otherwise to participate in Queens' job search/selection process should contact the Director of Human Resources at 704.337.2222.

## **Benefits**

Queens offers comprehensive benefits to eligible employees, including: medical, dental and vision insurance, domestic partner benefits, defined contribution (matching) and supplemental 403(b) retirement plans, vacation and generous paid holidays, tuition remission and tuition exchange, Queens- paid life insurance, supplemental life insurance, dependent life insurance, accidental death and dismemberment insurance, flexible spending accounts (medical, dependent care, Health Savings Account), sick leave and long-term disability leave, paid parental leave, FMLA leave when eligible, reduced cost meals at Morrison Dining Hall, employee assistance program (EAP), free access to the Levine Center, wellness programs. In addition, employees may choose benefits such as pet insurance, critical care insurance and legal assistance.

## **Physical Requirements** *(with or without reasonable accommodation)*

- Remain in a stationary position, most of the time.
- Exchange accurate information with co-workers and clients, frequently.
- Read reports, create presentations, use a computer system, most of the time
- Communicate with co-workers, clients and vendors, most of the time.
- Write, type, and use the computer, telephone, copier, and other office equipment systems, most of the time.
- Move about inside the workspace to access resources and office equipment, and attend meetings across campus, regularly.
- Exert moderate force to move objects, occasionally.
- Think critically, concentrate on the task at hand, and respond quickly to changes in conditions, most of the time.

## **Work Conditions**

- Must be willing and able to work a flexible schedule to meet requirements of the position, including occasional evenings, and/or weekends.
- Work in office environment, involving contact with donors, faculty, staff, students, service providers and vendors.
- Work has deadlines, multiple interruptions, high volume and may be stressful at times.

*Nothing in this job description restricts the university's right to assign or reassign duties and responsibilities to this job at any time; this description reflects the university's assignment of essential functions, it does not proscribe or restrict the tasks that may be assigned; this job description is subject to change at any time.*