

NOTE - Please submit both a cover letter and resume when applying.

Duke University School of Nursing

Job Description

HR Title: Operations Coordinator

Job Code: 2835

Job Level: 11

General

This position manages and coordinates operational and administrative activities for the Office of Development and Alumni Affairs to ensure effective support of all functions that impact the successful delivery of the fundraising and engagement missions. Duties include coordination of specialized stewardship correspondence with donors, gift processing, budget management, management of data tracking and reporting systems, coordination of and support for meetings with external volunteers, donors, and Duke University and Health System leaders. This position also interfaces with development and alumni affairs colleagues in Duke University and Duke Health and is responsible for managing duties of a complex and highly confidential nature.

Supervisor

This position reports to the Associate Dean for Development and Alumni Affairs, Duke University School of Nursing.

WORK PERFORMED

Stewardship and Data Management (60%)

- Manage implementation of the stewardship matrix and independently draft and prepare error-free written correspondence and reports to donors, ensuring factual accuracy in documents such as gift acknowledgement letters, gift agreements, e-mails, internal call reports, budgetary and contributions reports.
- Manage, access and update data for gift and biographical tracking and reporting systems to support the cultivation, solicitation and stewardship of alumni and donors.
- Manage requests and manipulate complex data/lists from the alumni and donor database (DADD) to support all engagement and prospect cycle functions.
- Receive and manage gift and pledge agreement transmittals from donors, ensuring that such commitments are properly recorded, and data is accurately updated in DADD; communicate directly with donors to respond to inquiries.
- Develop specialized acknowledgement templates on an annual or as-needed basis and manage weekly gift acknowledgement process as outlined in the stewardship matrix process; manage exceptions as well as the gift acknowledgments to leaders; support stewardship of endowments and the Bessie Baker Society.
- Independently manage stewardship projects as requested.

Budget and Operations Management (20%)

- Maintain, review, and reconcile office budgets, draft budgetary projections and recommendations for annual budget request.
- Process expenditures in an accurate and timely manner and reconcile against established budget. Manage all aspects of travel reimbursements and reconciliation of procurement card purchases.
- Manage arrangements for development and engagement travel, purchase supplies, and interact with vendors to support fundraising and engagement priorities, ensuring availability of budgeted funds.
- Perform complex, diverse, and confidential activities for Associate Dean for Development and Alumni Affairs; provide operational support for team members.

- Organize and maintain departmental files, records, reports and correspondence required for efficient and effective operation of department.
- Present a professional and competent image for the Office of Development and Alumni Affairs to internal customers and to external constituencies. Answer questions, provide accurate information, and use discretion and mature judgment.

Special Events and Meetings (20%)

- Develop and track donor and engagement event timelines and tasks; determine appropriate space needs and reserve rooms, make catering arrangements and communicate details to attendees.
- Schedule recurring meetings and other virtual and in-person meetings as needed with internal leaders, external donors, prospects and volunteers, coordinating across multiple schedules and effectively prioritizing requests.
- Manage arrangements for bi-annual meetings of two external volunteer boards; draft agendas and other meeting materials, ensuring all are complete and organized. Communicate to volunteer leaders and participants as needed in a highly effective and professional manner. Take minutes and produce in a timely fashion.
- Perform other duties as assigned.

Minimum Qualifications

Education

Work requires analytical, communications and organizational skills generally acquired through completion of an Associate's degree program.

Experience:

Work requires three years of relevant experience and a broad knowledge of analytical, communications, organizational and accounting principles and practices OR AN EQUIVALENT COMBINATION OF RELEVANT EDUCATION AND/OR EXPERIENCE

Department Education and Experience Preferences

- Bachelor's degree preferred.
- Experience in a development or alumni affairs setting.
- Five or more years of experience preferred.

Demonstrated knowledge and skills:

- Superior written, verbal and interpersonal communication skills; excellent customer service attitude
- Data management and reporting skills with demonstrated ability to use database tools to extract, organize and report complex and confidential data
- Critical thinking skills
- Ability to work both independently and as a cooperative team member
- Highly developed organizational skills with attention to detail
- Effective time management, especially the ability to flex effort with changes in the workflow
- Ability to manage multiple projects/assignments and collaborate with multiple project managers in a fast-paced, deadline-oriented environment
- Able to develop effective working relationships with diverse individuals/groups
- Ability to work with sensitive information and maintain strict confidentiality
- Proficient in Microsoft Office and database software
- Budget Management
- Project Management
- Problem solving and prioritization skills