

# Wartburg Theological Seminary

## Position Description

**Title: Director of Development Services**

**Department: Development Office**

**Classification & Position Status: Non-Exempt, Regular Full-Time**

**Benefits: Health insurance, retirement, vacation, sick, and holiday pay**

**Supervisor: Vice President for Development**

### Position Summary:

The Director of Development Services serves the mission of Wartburg Theological Seminary through the efficient and effective management of the Development Office and by maintaining data quality and assisting with Development Department operations. This position serves as the hub for a dedicated team, providing direct support for the Vice President and Development Officers through the management of the constituent database, monitoring gift processing, timely reporting, and other donor relations functions. The Director of Development Services is responsible for donor and prospect research together with identifying trends and changes in donor giving patterns. This role also facilitates all gift recording, acknowledgement, reporting and tracking. This position plays a critical role in the stewardship of all donors as well as the growth of donor potential.

### Major Responsibilities/Activities:

- OPERATIONS AND SUPPORT (50%)
  - Ensure accurate recording, allocation, and acknowledgement of all donor gifts.
  - Process all estate gift notifications and initiate appropriate response.
  - Maintain data integrity within database.
  - Improve automation of systems for accuracy and efficiency of work.
  - Coordinate with and support Business Office for accurate accounting of gifts and audit support.
  - Coordinate with Registrar and Director of Financial Aid for accurate tracking of student scholarships.
  - Assists the Vice President for Development with administrative and operational tasks.

- RESEARCH AND PROSPECT MANAGEMENT (30%)
  - Support the work of gift officers by quickly and efficiently collecting and providing information needed to qualify new prospects for engagement.
  - Research WTS database and referrals to identify major-gift and planned giving prospects in our existing donor base.
  - Gather information needed on donor history for crafting proposals and asks.
- ANALYSIS AND EVALUATION (20%)
  - Design and produce dashboards to support the work of Development team activity.
  - Generate reports and analysis to track progress of fundraising efforts.
  - Evaluate performance and ROI of staff, projects (e.g., appeals) and WTS fundraising overall.
  - Make income projections to inform strategy and budgeting.
  - Track and assess fundraising experiments (e.g. donor segmentation, A-B testing, etc.)
  - Assist President's Office, the Board of Directors, and other departments for reporting and information sharing as needed

### **Qualifications:**

- Technical experience in database information management for donors or customers.
- Strong data analysis and presentation skills.
- Strong attention to detail and accuracy.
- Understanding of general executive assistant functions
- Works well in a team environment.
- Ability to problem solve and proactively identify opportunities.
- Advanced proficiency in Microsoft Office, donor wealth screen and donor research tools.
- Knowledge of Jenzabar a plus.
- Position based in Dubuque, Iowa.

### **Work Requirements:**

While performing the duties of this job, the employee is regularly required to talk, hear, see, and move around. Arms, hands, and fingers will be needed to handle and reach. Extensive sitting is required while working at a computer. Employee will occasionally need to lift boxes or materials up to 10 pounds.

Minimal travel may be needed to perform the duties of this position.

Reasonable accommodation can be made to enable individuals with disabilities to perform the essential functions.

***Note: Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.***

*Wartburg Theological Seminary recruits, employs, trains, compensates, and promotes regardless of race, religion, color, gender, gender identity or expression, sexual orientation, national origin, disability, age, veteran status, and other protected status as required by applicable law.*