THE COLLEGE of IDAHO

The College of Idaho invites applications for a **Data Operations Specialist**. The Data Operations Specialist supports the mission of the College Relations division by managing the integrity of data, performing data manipulation, and analyzing alumni/constituent profiles maintained in the alumni and donor database (Colleague Advancement). This position serves as the College Relations liaison with the Information Technology Department.

Essential Functions

Database Management & Reporting (80%)

- Manage, maintain, and develop the College's alumni/constituent database (Colleague Advancement).
- Continually update biographical information within the database to include professional affiliations and workplace information for all constituents.
- Utilize social media, internet searches, and external software/tools to consistently update information on constituents within the database.
- Provide contact data for all College Relations e-mail outreach and mailings. Create mailing lists, perform mail merges, and prepare e-mail lists (e.g., solicitations, newsletter, annual reports, acknowledgement letters and receipts, Quest magazine, and other publications).
- Extract and record constituent data necessary for College Relations event planning, follow-up, and evaluation.
- Monitor the constituent database for data integrity and ensure that all coding and related   procedures are or remain practical and meaningful. Recommend improvements as necessary.
- In consultation with the Information Technology Department and the Supervisor of Advancement Services, develop, document, and communicate standardized database procedures for end users.
- Verify and provide updates for alumni/constituent data via phone or e-mail as needed.
- Serve on the YEP (Yote Ellucian Power Users) committee and as the primary contact/liaison for Colleague Advancement for College Relations. Verify database updates related to College Relations Department.
- Extract, analyze and report data as needed to support campaign strategies and measure progress towards campaign goals.
- Coordinate the creation and distribution of reports as needed by the Associate Vice President for College Relations, the President(s), the Trustees of the College and/or other end users as requested.
- Provide technical support for College Relations events and stewardship activities as needed.
- Develop, edit, and upgrade listings and reports for all College Relations staff based on on-going projects and new initiatives, including giving societies and alumni listings.
- Develop and implement data extracts, compile and verify data, and assist in the accurate reporting of data to annual surveys such as the Voluntary Support of Education (VSE) and US News and World Report, in coordination with College Relations staff and Institutional Research.
- Process gift/pledge and other data entry as needed.
- Process deceasing of alumni and friends in database as information is received.

Prospect Research & Portfolio Management (20%)

- In consultation with the Associate Vice President for College Relations, develop and orchestrate a major donor prospect management and tracking system within Colleague Advancement.
- Conduct and manage wealth screening and prospect research platforms. Perform wealth screenings or person searches and related prospect research as needed.
- Oversee various periodic research-related processes such as electronic screening and ensure successful integration of results into existing database.
- In consultation with Annual Fund Director, provide segmentation data for annual fund appeals and outreach.

- Provide data mining analysis to spot trends in giving that may impact how the Development office will focus major donor and mass marketing fundraising efforts.
- Manage all vendor relationships for prospect research and database improvements
- Perform other duties and special projects as assigned.

Knowledge, Skills, and Abilities
- Understand principles of alumni/donor customer service and importance of building constituent relationships.
- Knowledge of integrated information systems such as Colleague Advancement or other fundraising systems and implementation techniques.
- Solid understanding of research practices in a higher education setting.
- Understand the importance of and be dedicated to maintaining the highest level of integrity in database information.
- Ensure that all work takes place within the ethical framework and privacy policy of the organization and within accepted industry guidelines and Federal law.
- Ability to work accurately and precisely with tasks of a detailed nature, conscientiously adhering to guidelines, performance standards and policies.
- Ability and willingness to communicate and verify alumni/constituent information by making personal contacts.
- Skilled in using Microsoft Office Suite (Word, Excel, Outlook, Access) and performing mail merges.
- Proficiency in organizing a variety of commitments and deadlines, altering time frames and schedules, and reporting on problems and progress in a timely manner.
- Administrative, organizational and multi-tasking skills; ability to:
  - work in a fast-paced environment while adhering to strict deadlines
  - pay attention to detail
  - work independently
  - adapt to change
- Excellent communication skills in English, both oral and written.
- Ability to respond to other people in a polite, cooperative manner, including a strong aptitude to be flexible with others, while communicating confidently.
- Willingness to pursue training and networking opportunities.
- Ability to follow up and closely control all activities assigned.
- Ability to work evenings and/or weekends as needed.

Minimum Qualifications
- Bachelor's degree with experience in database management, information technology, and/or related field.
- Database management experience a must; specific experience with Colleague/Ellucian system or Entrinsik Informer a plus.
- Fundraising database analysis or prospect research experience preferred.
- Experience in higher education environment preferred.
- Must be a self-starter and highly motivated.
- Must possess a strong work ethic and unquestionable personal integrity
- Valid driver's license is required. License must meet insurance company rules and regulations for driving underwriting criteria.

Candidates must be authorized to work in the United States as of the expected hire date and throughout the date of the contract without sponsorship from The College of Idaho.

The College of Idaho values personal attention and collegiality, thus a familiarity with and understanding of a small and residential campus are highly desirable. A sincere interest in students, excellent communication skills, and support of the College's mission are also required.

To apply please submit a cover letter addressing qualifications for the position, a resume, and the names and contact information of three references, two management and one professional, to hr@collegeofidaho.edu. **Application review will begin April 2, 2019**. Applications will be accepted until suitable candidates are selected. To learn more about The College of Idaho, please visit www.collegeofidaho.edu.

The College of Idaho is proud to be an equal opportunity employer. We are committed to attracting, retaining, and maximizing the performance of a diverse and inclusive workforce.