

RAMAPO COLLEGE OF NEW JERSEY

JOB DESCRIPTION

TITLE: Assistant Vice President, Alumni and Development Information Services (D36)

DESCRIPTION POSITION NUMBER: 637065

UNIT: Institutional Advancement/Academic Affairs

DATE: August 22, 2017

RAMAPO COLLEGE OF NEW JERSEY:

Mission: Ramapo College of New Jersey is *New Jersey's Public Liberal Arts College*, dedicated to providing students a strong foundation for a lifetime of achievement. The College is committed to academic excellence through interdisciplinary and experiential learning, and international and intercultural understanding. Ramapo College emphasizes teaching and individual attention to all students. We promote diversity, inclusiveness, sustainability, student engagement, and community involvement.

Established in 1969, Ramapo College of New Jersey has an enrollment of 5,000 students and offers bachelor's degrees in the arts, business, humanities, social sciences and the sciences, as well as in professional studies, which include nursing and social work. In addition, Ramapo College offers courses leading to teacher certification at the elementary and secondary levels. The College also offers eight graduate programs as well as articulated programs with Rutgers, The State University of New Jersey, New York Chiropractic College, New York University College of Dentistry, SUNY State College of Optometry and New York College of Podiatric Medicine. The College is ranked as fifth in the Best Regional Public Universities North category by *U.S. News & World Report*.

Undergraduate students choose to concentrate their studies in one of five schools with more than 539 course offerings and 36 academic programs. Ramapo College boasts an average student/faculty ratio of 18:1 and average class size of 23, affording students the opportunity to develop close ties to the College's exceptional faculty.

Position Type/ Expected Hours of Work-

This is a full-time, managerial position, and days of work and hours are Monday through Friday, 8:30 a.m. to 4:30 pm. Note: This position is in the "NL" category of employment (non-fixed work week) and individuals in this role have no claim or entitlement to time off or cash compensation for hours worked beyond their normal schedule. Occasional evening and weekend work may be required as job duties demand. Compensatory time will not be granted for work done as an extension of the regular work day. It is the policy of the College to grant hour for hour compensatory time off, with advance approval, only when employees are required to work on a holiday. Time earned must be used within one fiscal year from the time it is earned.

JOB SUMMARY

Primary responsibility for the IT function of the IA Department for Banner Advancement as well as being responsible for being the main contact for all College divisions for IA data, and not only assisting with data requests, but also educating the various divisions as what data are held and tracked, and how we can meet their needs.

In addition, responsible for overseeing distribution of all mass external communications (i.e. Magazine distribution; email blasts). All Foundation social media presence is also overseen by this position.

Banner-

Responsible for the Banner Advancement computerized records system for alumni and donors. Under the direction of the Foundation Comptroller, provides general oversight and/or complete daily activities, such as:

- data changes and updates
- posting gifts
- financial feeds
- data entry
- generating reports
- general maintenance procedures within Banner Advancement
- oversees the maintenance of the Banner Advancement records and files and serves as the primary resource to campus offices seeking alumni data.
- completes compliance reports, such as VSE, US News, and Tax Statement for donors.
- works with the Comptroller to get donor information for the 990 and Annual Audit, and understands applicable federal and/or state laws and regulations as needed
- maintains integrity and appropriate confidentiality with all areas of responsibility

Manage activities such as programming and training

- Ensuring the accuracy and integrity of the current Banner Advancement database, including:
 - all data changes and updates made
 - providing training and system support to users within the IA office
 - working on reporting needs for all users of Banner Advancement
- Ensure that staff are thoroughly trained on newly adopted technologies
 - Square readers for onsite financial transactions at major events (DCD, Golf Outing, Annual Fund)
 - Telephone headsets for Development Officers
 - Content broadcasting for television monitors in Mansion (Visix)
 - Broadcast email newsletters (MailChimp)
 - Web content updates (WordPress)

Primary responsibility for the social media and web content function of the IA Department

- Coordinate with IA staff for various web-based initiatives including
 - social media (Facebook, LinkedIn, Twitter, Instagram, Snapchat)
 - Foundation home page
 - Grants home page
 - Quick links associated with projects and online giving sites
 - extensive coordination with the Development Officers and Grants Office to ensure web content is updated, and links are maintained
 - ensure efficient online payment and registration for events via authorize.net, squareup.com and 4agood cause.com
 - responsible for web content and coordinating social media for the Foundation. This includes:
 - overseeing mass emailings (MailChimp)
 - survey distribution and analysis (Qualtrics)
 - working with Academic Media Services on multi-purposing video production
 - streamlining the Board of Governors meeting packets
 - coordinating the Potter Library and Learning Commons social media subcommittee in drawing up and implementing a social media strategy for updating of our constituents and fundraising purposes

Assess and develop recommendations for system improvements and upgrades

- Ensure system interface with other functional areas such as ITS, Payroll, Business Services, Banner Finance and outside vendors as needed particularly in the following areas:
 - the eventual upgrade or replacement of Banner Advancement
 - a detailed assessment, analysis and recommendation for space reservations software for use by the Office of Events and Conferences
 - a detailed assessment, analysis and recommendation for mobile giving applications in conjunction with the Director of the Annual Fund (i.e. iModules)
 - a detailed assessment, analysis and recommendation for mentor matching (i.e. MentorMatch)
 - the integration of virtual/augmented reality into our social media and websites
 - the integration of blogs/vlogs into our social media and websites
- Responsible for overseeing the implementation of technological innovations such as Banner, migrations, interfaces and upgrades
- Uses technological knowledge, in collaboration with the Information Technology Services (ITS) personnel, to provide solutions to problems that arise, and works independently on various initiatives and projects.

- Sets performance standards, and develops work plans, including timelines, milestones and implementation strategies
- In charge of multiple project plans at one time

SPECIFIC DUTIES

Possess the skills to handle multiple projects simultaneously, and be able to work under tight deadlines with minimal supervision.

As the Assistant Vice President of Alumni and Development Information Services, updates and documents processes to ensure accurate information is contained within the database, ensuring data integrity

- coordinate all Banner Advancement modules, including Prospect Research
- assists in the management of Banner Advancement by developing and recommending policies and procedures which comply with college policies and goals
- monitor and verify processes are being followed for all data changes, including a review of monthly changes via system generated audit reports
- responsible for providing Banner Advancement access to colleagues, ensuring the confidentiality and security of the data and personnel access to the Banner Advancement system
- work with the Development Officers to improve tracking of required data
- prepare reports; compiles, summarizes and analyzes statistical information, and other data, to develop recommendations to the IA Development Officers
- work with the Development Officers and ITS staff to develop new reports to provide support for fundraising initiatives, and ensure that reports are written or developed meet the desired goal
- establishes and maintains all staff training for Banner Advancement.
- produce and maintain Banner Procedure Manuals to ensure all processes are documented, and updated as changes arise

Work with the Foundation/ Institutional Advancement units to improve tracking of required data.

- serve as the data liaison to the Foundation's Auditing Firm. Preparing donor annual tax statements. Coordinates data gathering efforts to prepare various reports to assist with the completion of the Annual Audit and Federal 990 Report.
- oversees the preparation of the annual VSE reports
- provides technical guidance to Gift Processor with system training, including interface between Banner Advancement and Banner Finance. Ensure two systems reconcile and verify the flow of information is being posted accurately
- responsible for all aspects of system upgrades from the functional aspect. This includes establishing schedules, goals and deadlines. Manages processes and coordinate deadlines

with ITS and users. Advises and counsels team with any project changes resulting from system upgrades.

- Events and Conferences assessment of Ad Astra

Coordinate efforts within the College, and increase with various offices to assist with College initiatives.

- serve as IA representative for data needs of College and represents the IA Department on standing and ad-hoc committees as required
- serve as project lead on all Advancement system changes, new processes (i.e. upload process within Advancement) and move projects along while keeping all parties in the loop of all changes to timing or output.
- keep current on technical trends in Advancement Services

REQUIREMENTS

EDUCATION

Graduation from an accredited college with a Bachelor's degree in computer science, technology or related field. Master's preferred. Three years professional experience with a solid understanding of data manipulation, reporting and analysis with proven logical and analytical skills. Ability to manage multiple priorities and meet tight deadlines is required. Strong analytical and communications skills are necessary. Banner Advancement a plus.

EXPERIENCE

Experience working with the design, installation and maintenance of complex automated management systems preferred, particularly fundraising information systems in a higher education environment or equivalent. Experience with system migration or implementation very helpful.

Knowledge of current tax laws regarding gift giving is helpful, as well as an ability to understand basic gift processing flows. Must become familiar with standards issued by CASE, NACUBO and CAE.

Working knowledge of Microsoft Office Suite required

ADDITIONAL KNOWLEDGE/ SKILLS/ ABILITIES

This position requires excellent analytical and problem-solving skills, understanding of the Banner Advancement System, as well as how it relates to other Banner Modules, and project management techniques. Functional knowledge regarding Advancement Services for Institutions of Higher Education, including Gift Processing also helpful. Ability to work effectively in a team environment, with all levels of the organization, in a collaborative way is required. Must possess outstanding interpersonal skills. Demonstrated ability to effectively establish workload

priorities, balance diverse tasks, work on multiple projects simultaneously, and deal with confidential and sensitive matters in a professional manner.

EEO Statement:

Ramapo College is an Affirmative Action/ Equal Employment Opportunity Employer. Ramapo has a long history of advocating, advising and supporting diversity, equity, and inclusiveness. Examples can be found in its mission statement, strategic plans, degree and course offerings, community outreach programs, the Diversity Action Committee offerings, and the other numerous diversity conferences and programs. Ramapo's commitment to diversity and inclusion is infused across all facets of the College; where the environment is welcoming, dedicated to social justice, respectful of freedom of expression, focused on educating and having an ongoing conversation regarding cultural competencies and the benefits and importance of diversity.