



## VACANCY ANNOUNCEMENT

### Professional Services Specialist 4, Administrative Services

**Job Number:** 499520  
**Category:** Professional  
**Department:** Advancement  
**Close Date:** 5/21/2024 (11:55pm)  
**Location:** Glassboro, NJ

#### The University Advancement Team:

If you're the selected candidate, you will become part of a culture within the Division of University Advancement that is characterized by consummate professionalism, an exemplary work ethic, and a high collective EQ. We foster a team-oriented culture. Seeking and recognizing opportunities to aid and empower our teammates are hallmarks of how we function. We are highly collaborative and rely on our colleagues to provide ideas and feedback—especially feedback that helps us carry out our mission more effectively and become better professionals. We value clear, honest, respectful communication and always strive to do what we say we will do. We create an ecosystem of learning within the Division and promote team members from within when feasible. We recruit professionals whose values, work ethic, and expertise align with and complement our own. Within the Division, you'll contribute to and shape this culture through your knowledge, talent, unique perspective, and attitude. You'll also represent it to the numerous colleagues, supporters, and other stakeholders throughout the University Community with whom you'll interact daily.

#### Diversity, Equity & Inclusion:

Rowan University promotes a diverse community that begins with students, faculty, staff, and administrators who respect each other and value one another's inherent dignity. By identifying and removing barriers and fostering individual potential, Rowan cultivates a community in which all members can learn and grow. The Rowan community is committed to a safe environment that encourages intellectual, academic, and social interaction and engagement across multiple intersections of identities. At Rowan, creating and maintaining a caring community that embraces diversity in its broadest sense is among the highest institutional priorities. On the University Advancement team and throughout the University, we believe every team member enriches our diversity by exposing us to a broad range of ways to: understand and engage with the world; identify challenges; and discover, design, and deliver solutions.

#### Responsibilities:

- Accurate and timely donor data entry into the main database, Abila Millennium Information System (University Advancement's current CRM).
- Excellent record maintenance of the biographical and contact information of governing boards, advisory boards, senior administrators, retired faculty, donors and prospects, and alumni.
- Serve as a key support person to the department to manage biographical data updates as needed for the Division, Rowan University, and Rowan University Foundation.
- Review, update, and retain all current records management policies, processes, and procedures for charitable gifts received by the Foundation.

- Process and record new gifts, pledges, and credits in the Abila Millennium Information System as per donors' intent following IRS charitable giving regulations and the Foundation's Gift Acceptance Policy.
- Generate, sign, and mail donor tax receipts, acknowledgment letters, and pledge reminders promptly.
- Support the Director of Advancement Services in general office operations.
- Support the Assistant Director of Gift and Alumni Records with budget requests to ensure that functions of the Advancement Services team run smoothly and within the allocated fiscal budget.
- Effective and timely management of reporting for distinguished events registration payments.
- Maintain 360 Pro matching gift process to ensure matching gifts are being collected and recorded, and donors are notified.
- Execute the current fiscal year pledge audit process quarterly to ensure documentation, collection, and notification efforts are provided to University Advancement colleagues.
- Support the Division of University Advancement through a monthly pledge management and pledge reminder process.
- Provide high-quality and timely ad-hoc reports upon request including but not limited to contribution and giving totals for the Foundation, Development, Stewardship, Annual Fund, Alumni Engagement, and Athletics, as well as requests from external campus partners.
- Collaborate and coordinate with Advancement counterparts in University Relations, Government Relations, and Student Life to engage external constituents through data maintenance, research, data augmentation as well as system support for a central depository of constituent contact information.
- Provide weekly reporting and gift documentation to the Accounting Services team to ensure accurate transfer of funds.
- Coordinate student worker projects with the Assistant Director of Gift and Alumni Records.
- Staff Foundation and Advancement signature/donor events throughout the year to assist with event setup and execution as requested by the Division's leadership.
- *Other Duties as assigned.*

### **About You:**

If you are an outstanding candidate for this role, you are a professional eager to make your mark in higher education philanthropy. You're a relationship builder; you possess the stature and interpersonal skills to meaningfully engage the University's diverse leaders, alumni, students, volunteers, donors, and prospective donors in a manner that generates excitement, inspires action, deepens commitment, and increases support. You have the proven ability to navigate within a multifaceted organizational environment strategically and effectively. You are a transparent and collaborative team member who thrives in a workplace that values diversity, creativity, innovation, and a "let's figure it out and get it done" spirit.

As a valued and dependent upon member of the University Advancement team, you will:

- Lead with your integrity; your word is impeccable.
- Be a caring, reliable, and highly supportive teammate.
- See every day as an opportunity to grow and learn and enjoy helping others do likewise.
- Derive satisfaction in supporting and empowering your teammates and inspire others to do their best.
- View honest feedback and constructive criticism from colleagues as gifts for which to be grateful.
- Thrive in an atmosphere of accountability.
- Communicate clearly and do what you say you will do.
- Exude positivity and be slow to ascribe negative motivation to your colleagues' actions.

As a professional, you have:

- Excellent "soft skills" and the ability to communicate effectively in writing and verbally.
- Excellent customer service mindset, judgment, and creative problem-solving skills.
- Impeccable organizational skills with the ability to multi-task, prioritize, and succeed in a fast-paced work environment.
- Strong attention to detail, accuracy, and follow-up skills.
- Adaptability and ability to continually reprioritize and meet required deadlines.
- Proven professional experience as an administrative assistant or office manager.
- Strong knowledge of office management systems and procedures.
- Strong interpersonal skills and a positive, upbeat, and professional personality capable of effective interaction with staff, leadership, board members, business leaders, and donors.

**Required Qualifications:**

- Bachelor's degree with three (3) or more years of progressively responsible experience is required; additional qualifications will receive consideration.
- Excellent data entry and data analysis skills required.
- Excellent attention to detail, verbal and non-verbal communication, and highly effective organizational and time management skills.
- Excellent customer service skills to engage with a diverse group of alumni, donors, Board members, and internal and external stakeholders.
- Proficiency with Microsoft Office Suite (Outlook, Word, Excel, PowerPoint).
- Proficiency with enterprise-wide financial and data systems (e.g., Banner Finance, Millennium, Confluence).
- Basic understanding of project management techniques and business systems analysis.
- Ability to work independently and in a collaborative/team environment.
- Ability to prioritize and handle multiple tasks while managing multiple requests/ deadlines simultaneously.
- Aptitude for learning new software and systems.

**NOTE:** Applicants must meet one of the following or a combination of both experience and education. Thirty (30) semester hour credits are equal to one (1) year of relevant experience.

Five (5) years of professional experience in different aspects of administration and business practices; including design and implementation of policy and procedures, vendor service contracts and improving and updating management practices.

**OR**

Possession of a bachelor's degree from an accredited college or university; and one (1) year of the above-mentioned professional experience.

**NOTE:** "Professional experience" refers to work that is analytical, evaluative, and interpretive; requires a range of basic knowledge of the profession's concepts and practices; and is performed with the authority to act and make accurate and informed decisions.

**Salary:**

- Range P18 (\$52,513)

**General Info:**

This is a full-time Monday-Friday position. The salary is competitive and commensurate with experience and qualifications. Determinations regarding this position's potential flexible work options will be considered in adherence to applicable policies and subject to approval by Human Resources.

**Notes:**

- Rowan University offers a competitive compensation and benefits package, including tuition remission for qualified employees.
- Rowan University is an Equal Opportunity Employer and values diverse people and abilities. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions of this position.
- Candidates must be legally authorized to work in the US, and the university will not sponsor an applicant for a work visa for this position.
- Only completed online applications submitted on or before the posted deadline will be considered.

**SAME APPLICANTS:** If you are applying under the NJ "SAME" program, your supporting documents (Schedule A or B letter), must be submitted with your application by the closing date indicated above. For more information on the SAME Program visit their Website at: <https://nj.gov/csc/same/overview/index.shtml> , email: [SAME@csc.nj.gov](mailto:SAME@csc.nj.gov) , or call CSC at (833)691-0404.

To view the vacancy announcement in its entirety and to apply online, please visit: <https://jobs.rowan.edu/en-us/job/499520/advancement-services-coordinator-pss4as-advancement>.