At Pacific Ridge School, our mission statement drives our work: *In a community that fosters academic excellence, ethical responsibility and global engagement, Pacific Ridge School prepares students for college and a purposeful life.*

Position Summary

The Development Services Manager supports the strategic goals of the Philanthropy Office at Pacific Ridge School (PRS) through database management, financial tracking and reporting, and administrative support. The Manager functions as a leader for the Philanthropy Office's internal workflow. The Development Services Manager is responsible for the overall management and integrity of the donor database, for continuing best practices in advancement systems and procedures, and for overseeing all advancement mailings and gift processing and reconciliation. This position also functions as primary support for other members of the Philanthropy team and reports to the Executive Director of Philanthropy and Alumni Relations. Demonstrating a commitment to learning, growth, self-improvement and seeking opportunities to enhance skills and knowledge is imperative for this role.

In consultation with the Executive Director of Philanthropy and Alumni Relations, the following are the position's essential duties and responsibilities:

Database Management

- Manage the donor database to create, update, track, manage and upload all constituency records and information in a timely manner. This includes creating new grandparent records, and it includes detailed maintenance of constituent codes, funds, appeals, attributes, relationships, personal information, event attendance, and more.
- Maintain and update all aspects of the database including global changes and complex exporting and importing procedures. Transfer new family information from other internal databases.
- Update constituent codes with change of status (i.e., current parents/students to alumni parents/students) regularly to facilitate appropriate and timely communication.
- Maintain accurate contact information for all constituencies through proactive updating of addresses, phones, emails, and social media options. This includes accessing the National Change Of Address list verification, alumni and email finder services, screenings and imports.
- Conduct batch wealth screenings and sync with the donor database where possible.

Gift Processing

- Enter and process all gifts and pledges into the donor database. Generate and mail all acknowledgement letters, receipts, statements, and pledge reminders on a timely basis. Provide appropriate documentation to the Business Office to ensure gifts are booked correctly.
- Reconcile monthly with the Business Office on new gifts and pledges, outstanding balances, and year-to-date fundraising totals.
- Oversee gift acknowledgement protocols to ensure proper donor stewardship.
- Manage preparation of letter templates for all gift acknowledgements and ensure updated wording from year to year.

- Process credit card transactions, one-time or recurring, as necessary, and follow up on failed transactions. Provide daily credit card reports to the Business Office.
- Commit to being onsite during heavy volume funding periods such as Day of Giving, Opportunity Scholarship event and end of year for prompt gift processing and reporting.

Reporting
- Produce regular gift summary reports as well as other financial, analytical, statistical and demographic reports as needed by the Philanthropy Office, Head of School or Board of Trustees.
- Prepare and proof for accuracy all donor listings for the Annual Report and Campaign Book.

Mailings and Communications
- Oversee all mailings, including the production of constituent lists, database segmentation, mail merges and coordination with outside mailing houses. For in-house mailings, prepare by hand, including stuffing, sealing and affixing postage.
- Draft additional communications as necessary, such as verifying unsubscribe requests from constituents.

Administrative Support
- Maintain hard copy donor files.
- Conduct batch wealth screenings and sync where possible with the database.
- Oversee completion and submission of reimbursement forms for Philanthropy expenses.
- Provide general office oversight and support for all development and alumni functions, including reception, answering calls, taking messages, maintaining adequate inventory of office supplies, copying/scanning, ordering donor stewardship items, occasional offsite errands.
- Provide general support for all development and alumni events, including creating and managing invite list queries, name badges, tracking RSVPs and onsite staffing needs.
- As a member of the Philanthropy Office Team, the Development Services Manager may be asked to perform other tasks and assist with other projects and events as needed.

Qualifications
- Bachelor's degree (BA) from four-year college or university with two or more years relevant work experience, preferably in an educational or independent school setting.
- Proficiency in managing donor database systems, CRM software (experience with Veracross Development 3.0 a plus), and other tools relevant to donor relations and fundraising.
- Strong understanding and adherence to ethical fundraising practices including maintaining confidentiality regarding donor information.
- Take ownership of tasks and meeting deadlines and be accountable for actions and outcomes.
- Present oneself in a manner that aligns with the organizational values and standards of PRS, reflecting professionalism in attire, behavior and attitude.
- The successful candidate will be detail oriented, pay meticulous attention to accuracy, and have strong organizational, analytical and problem-solving skills.