Data Management Annual Giving Associate  
*Office of Development and Alumni Relations (DAR)*  
*University of Delaware*

**Location:** Newark, Delaware  
**Department:** Alumni Engagement and Annual Giving  
**Start Date:** 6/03/2019 or sooner

The Office of Development and Alumni Relations (DAR) engages donors, alumni, friends, parents, faculty, staff and students in a lifelong relationship and fosters a tradition of philanthropy to strengthen the University of Delaware’s legacy as one of the great public institutions of higher education in America.

Under the general supervision of the Associate Director, Data & Analytics – Annual Giving, the Data Management Associate provides technical expertise and serves as point of contact for managing data, creating reports, and consistent evaluation and analysis of Annual Giving marketing and communications. The Annual Giving Data Management Associate will serve as the initial quality control coordinator for all data needed for Annual Giving solicitations. Schedule will be flexible, up to 28 hours per week, on site, during regular business hours.

**DATA MANAGEMENT**

Manage internal requests for mail, phone and email data; accurately translate and convert requests into ticket and project requests for Systems & Reporting. Ensure that data request, receipt and delivery deadlines are met using project management software.

Audit data sets for quality control and data integrity; deliver reviewed data to program managers; troubleshoot data revisions as necessary.

Consistently refine, improve and test data sets to ensure overall efficiencies and accuracy.

Manage appeal header creation and appeal loader process.

Coordinate processing of biographical updates from National Change of Address (NCOA) registry.

Coordinate review and validation of monthly Call Center pledge reminders.

Author and audit queries for digital solicitations using email platform.

**REPORTS**

Generate Advance, Cognos and Tableau reports as needed.

Maintain and distribute monthly reporting.

**PRODUCTION SUPPORT**

Assist with review of live proofs and tests to ensure accuracy of solicitations.
Assist with production of monthly in-house solicitations such as Preferred Month of Giving, Matching Gift Mailing and Luggage Tags.

QUALIFICATIONS:

Associate degree, with data management related experience preferred, ideally in a higher education setting. Excellent computer skills - database management, MS Office (Word, Excel, Outlook, Access) required. Familiarity with pivot tables, filtering, multi-level sorts and Vlookup in Excel required. Must have an inquisitive nature, willingness to learn and a strong track record of creative problem solving. Must have a strong customer service orientation. Effective oral and written communications, with excellent interpersonal skills are necessary for interacting with alumni, staff, students, senior executives and University administration. Functional knowledge of development and fundraising preferred. Experience with marketing and managing complex constituent databases and reporting tools such as Tableau desired. Commitment to collaborative teamwork and individual accountability is essential.

NOTE: Due to the handling of sensitive information, a confidentiality agreement must be signed.

APPLY:
To apply, please send resume, one page cover letter, and contact information for three references to Judy Abbruzzesi judya@udel.edu.

Employment offers will be contingent upon successful completion of a criminal background check. A conviction will not necessarily exclude you from employment.

The University of Delaware is an Equal Opportunity Employer which encourages applications from Minority Group Members, Women, Individuals with Disabilities, and Veterans. The University's Notice of Non Discrimination can be found at http://www.udel.edu/aboutus/legalnotices.htm