

**FLORIDA STATE COLLEGE AT JACKSONVILLE FOUNDATION, INC.
JOB DESCRIPTION, 2024**

FOUNDATION SUPPORT MANAGER

FLSA STATUS: EXEMPT – PAY GRADE: 18 – C

**JOB FAMILY: COMMUNITY RELATIONS/DEVELOPMENT
JOB FUNCTION: INSTITUTIONAL ADVANCEMENT**

GENERAL STATEMENT OF JOB

This position is responsible for planning, coordinating and managing donor records and relationships, the oversight of stewardship events designed to increase donor appreciation, awareness, and support of the Foundation, and for oversight and supervision of the analysis and processing of daily gift batches in the Raiser's Edge database system.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

Be responsible for all levels of Raiser's Edge databased systems, to include high-end tasks such as data entry, database management, records management, and donor reports, performance reporting, and segmentation.

Arrange and prepare event plans, budgets, scripts, schedules, printed material, contracts, and public information as required.

Manage all aspects of donor relations, cultivation, and recognition, engage in direct contact with donors and prospects, and be responsible for providing donors with periodic reports on scholarship and program fund activities.

Assist the Foundation Donor Development Team with donor/prospect research and analysis.

Structure and maintain a stewardship program that includes the Office of the College President, the Institutional Advancement Office, the Financial Aid Office, Academic Affairs Office, and the Foundation Donor Development Team.

Develop, plan, coordinate and implement effective donor recognition strategies and events.

Be responsible for staff training, management and utilization of the Raiser's Edge database system.

Organize, coordinate, modify and maintain the integrity of donor gift agreements, and the confidentiality of donor information.

Be familiar with applicable rules, laws and codes, etc. governing tax-exempt donations and donor confidentiality.

Produce gift receipts and individualized acknowledgement letters to donors in a timely and accurate fashion.

Train, supervise and manage assigned staff, when appropriate and necessary.

Perform additional duties as assigned.

SUPERVISION RECEIVED

Supervision is received from the appropriate supervising administrator.

SUPERVISION EXERCISED

Supervision is exercised over administrative support personnel as assigned.

MINIMUM QUALIFICATIONS

Associate's degree from a regionally accredited college or university supplemented by five (5) years of related experience OR High school diploma or high school equivalency degree supplemented by seven (7) years of related experience.

PREFERRED QUALIFICATIONS

Bachelor's degree from a regionally accredited college or university supplemented by three (3) years of related experience in executive level support.

Certification in Blackbaud Raiser's Edge fundraising software.

**MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED
TO PERFORM ESSENTIAL JOB FUNCTIONS**

Physical Requirements: Must be physically able to operate a variety of machines and equipment including computer, office equipment, telephone, etc. Physical demands are essentially those of sedentary work. Tasks may require extended periods of time at a keyboard or workstation.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of documentation, files, accounts, and equipment.

Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information. Includes issuing and receiving assignments, instructions, and/or directions.

Language Ability: Requires ability to read standard English, as well as basic technical data, policy and procedure manuals, codes, etc. Requires the ability to prepare forms and reports using prescribed formats. Requires the ability to communicate with a broad array of individuals from various professional backgrounds.

Intelligence: Requires the ability to apply principles of logical thinking to define problems, collect data, establish facts and draw valid conclusions; to interpret a variety of instructions or inquiries furnished in written and/or oral form; to acquire knowledge of topics related to occupation.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, and to follow oral/written instructions. Must be able to communicate effectively with co-workers, the public, and students.

Numerical Aptitude: Must be able to add, subtract, multiply and divide; calculate decimals and percentages.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes accurately in operating modern office equipment and machinery.

Manual Dexterity: Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: May not require the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond receiving instructions. Must be adaptable to performing under moderate levels of stress, imposed by frequent deadlines, peak workloads, or public/student contact, works well in a team environment.

Physical Communication: Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

Environmental Requirements: Tasks are regularly performed without exposure to adverse environmental conditions (e.g., dirt, cold, rain, fumes).

Effective: 1/18

Revised: 9/23/24