

Gift Processing Manager

Air Force Academy Foundation

We believe strongly, as many do, that the United States Air Force Academy (“Academy”) is a vital national resource — one that is deserving of our emotional and financial support. Academy’s mission is simply too important to leave to the vagaries of federal funding alone. As a result, the Air Force Academy Foundation (“Foundation”) works actively to identify and to cultivate key relationships with current and potential Academy donors to support the superintendent's strategic priorities.

The core values of the United States Air Force and the Academy – integrity first, service before self, and excellence in all we do – are a commitment each individual makes when joining the Foundation team.

Position Purpose

The Foundation, in support of the Academy, seeks a dynamic and creative professional to serve as the Gift Processing Manager (“Manager”) under the direction of the Associate Vice President for Development Services (“AVP”). The Manager will be responsible for the daily implementation of the gift processing function within the Foundation. The manager will be responsible for ensuring accuracy and timely handling of all gift information in support of the Foundation’s operations.

Position Responsibilities:

- Understand, uphold, and promote the ethical standards and core values of the Academy and the Foundation.
- Learn and understand how the Foundation interacts with the Academy and other Academy-related nonprofit organizations that support various areas of the Academy.
- Manage the daily tasks of a team currently consisting of the Manager and a Gift Processing Specialist responsible for the following:
 - Entering, recording and receipting all gifts made to the Foundation with the expectation of committing all gifts within 1-3 business days of receipt.
 - Preparing and providing the information needed for all acknowledgements and tribute letters to the stewardship team with the expectation of delivering them to donors within 2-5 business days of the receipt of the gift.
 - Answering and assisting all donors and prospects that call into the primary AFA Foundation phone line seeking to make a gift or with inquiries of an existing pledge.
 - Reminding all donors of upcoming pledge payments (through printed and electronic reminders)
 - Resolving issues related to credit card transactions, i.e. credit card errors, declines and invalid credit cards.
- Validate the accuracy of all gifts that are entered in the system by partnering with the gift processing and finance teams.
- Review and complete all gift adjustments.
- Coordinate with the Director of Finance and Accounting on the end of month processes to ensure all gifts are entered accurately and the correct information is documented.
- Provide daily management oversight to ensure gift processing team members are allocated appropriately during peak activity times.
- Establish, enforce and monitor daily business process controls designed to safeguard the integrity of finance-related data, and protect assets, in cooperation with the Director of Finance and Accounting.

- Perform occasional process audits and provide reports and metrics to ensure data processing standards are maintained.
- Stay current on industry technology, data management practices and tax/legal issues related to gifts processing and constituent records.
- Keep abreast of Air Force, the Academy and departmental priorities, programs, personalities, and events.
- Other duties as assigned.

Knowledge, Skills and Abilities:

- Significant organizational skills are required, along with the ability to manage multiple tasks concurrently.
- Apply initiative, creativity and sound judgment to appropriate situations.
- Excellent written and oral communication skills.
- A strong work ethic, a commitment to high performance and teamwork.
- A willingness to work collaboratively with colleagues.
- A proven ability to meet project deadlines and maintain productive professional relationships.
- Work independently and in a team environment.
- Work accurately and thoughtfully under pressure.

Qualifications:

Minimum Qualifications:

- Associates degree with applicable work experience.
- Proficiency in Microsoft Office Suite, including letter formats, mail merges and spreadsheets.
- Experience working with a CRM database.
- Must possess a valid driver's license.
- Ability to work a minimum of 40 hours a week.
- Ability to pass a DBIDS Background check for which are required in order to maintain access to the Foundation's principal offices on the Academy.

Preferred Qualifications:

- A bachelor's degree.
- Experience working with Blackbaud's Raiser's Edge.
- Experience in gift processing or similar field.
- Experience managing and communicating processes and procedures.
- Experience in higher education fundraising within the context of a comprehensive campaign.
- Strong consideration will be given to individuals with service in the military, especially the U.S. Air Force.

Submission Instructions:

Applicants must submit a cover letter, resume, and three professional references to receive full consideration. Applications can be submitted to hr@afacademyfoundation.org. Applications submitted before October 5, 2020, will receive full consideration.