



USC University of
Southern California

Manager, Development Support Job Description

JOB INFORMATION

<i>Job Code:</i>	129357
<i>Job Title:</i>	Manager, Development Support
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	Supervises employees and/or student workers.
<i>Job Family:</i>	Development
<i>Job Family Group:</i>	Development and Fundraising
<i>Management Level:</i>	5 Manager

JOB SUMMARY

Manages the day-to-day operations of the design and implementation of an organization's fundraising program. Supervises the design and implementation of annual solicitations.

JOB QUALIFICATIONS:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>
X		Bachelor's degree	
	X	Master's degree	

Additional Education

Check here if experience may substitute for some of the above education.

Combined experience/education as substitute for minimum education

Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>
X		7 years	
	X	10 years	

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Experience in development, maintaining meaningful relationships with a wide variety of internal/external stakeholders.
X		Ability to self-manage, prioritize work assignments and manage multiple deadlines.
X		Experience maintaining and interpreting large datasets and database systems.
X		Excellent planning, organizational and interpersonal skills.
X		Detail oriented with excellent written and oral communication skill.

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Proficient in Microsoft Office.
	X	Development experience in higher education.
	X	Experience in management/leadership roles.
	X	Volunteer experience in fundraising, campaign or non-profit environments.
	X	Experience with email marketing, website development/coding and Adobe Creative Suite.
	X	Extensive customer service experience.
	X	Fluent in one or more language in addition to English (e.g., Spanish).

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Manages the administration and implementation of fundraising programs on campus and around the country. Promotes interaction and recognition with donors and develops a strategic fundraising program (e.g., events, gift societies, plaques).				
Participates in the development of departmental strategic plans and budgets. Ensures adherence to organizational and departmental policies and procedures.				
Designs, implements, and leads comprehensive fundraising and donor recognition programs. Recruits, hires, and directs volunteers and support staff; evaluates their performance. Provides training and mentoring to new development staff.				
Implements and participates in new and imaginative ways to build meaningful relationships with donors. Participates in senior-level strategy meetings upon request.				
Oversees all donor communications (e.g., acknowledgments, invitations, press releases). Delivers proposals to potential donors. Convenes and participates in committees and working groups drawn from the development community. Serves as a high-level advisor to fundraisers at every level to help support, enhance and coordinate their efforts. Prepares special gift acknowledgements and memory/in honor of condolences and pledge reminders.				
Promotes an environment that fosters inclusive relationships and creates unbiased opportunities for contributions through ideas, words, and actions that uphold principles of the USC Code of Ethics.				

Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: https://policy.usc.edu/mandated-reporters/
	<i>Campus Security Authority (CSA)</i>		<i>Essential:</i>
	By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: https://dps.usc.edu/alerts/clery/		

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the

