Saint Michael's College
Job Description

Job Title: Information Specialist

Department: Advancement Services

Supervisor or Manager: Director for Advancement Services and The Saint Michael’s Fund

Date Created: 3/29/05 Last Revised: 3/29/05 FLSA Status: E

Our Mission: It is the mission of Saint Michael’s College to contribute through higher education to the enhancement of the human person and to the advancement of human culture in the light of the Catholic faith.

Major Objectives:
• Standard and special reports are produced from the Benefactor System in an efficient, timely and accurate manner
• Data is extracted for decision-making and performance tracking within IA
• Record keeping is maintained to ensure accurate reconciliation of monthly and annual giving totals
• The commitment to SMC’s mission is carried out, in all aspects of work, on a daily basis
• The mission of the College is effectively promoted and the Institutional Advancement mission is supported to build life-long relationships with alumni, parents and friends, and to engage alumni and friends of the College as active volunteers and benefactors
• IA policies are adhered to regarding confidentiality of prospect information and database integrity

Essential Duties and Responsibilities:
• Assists in design and programming of new standard reports and special reports
• Oversees and ensures the timely production of all standard reports including standard monthly reports, campaign reports, data files for appeals and Phonathon cards
• Provides prospect, donor, project, priority, activity and events, staff activity and other special reports in a timely fashion as requested by the Director for Advancement Services and Vice President for Institutional Advancement
• Supplies segment data for direct mail, Phonathon, etc.
• Generates ad-hoc reports and labels as needed within the IA department and other departments on campus

Secondary Responsibilities:
• Coordinates the transfer of student and parent records from the student Colleague system to the alumni Benefactor system
• Provides donor lists and statistical data for the annual Report of Gifts
• Prepares all data necessary for the national CASE surveys - CAE and Survey of Cumulative Campaign Activity
• Assists Institutional Advancement staff regarding Benefactor problems and questions
• Establishes a working relationship with representatives at Datatel to enhance Saint Michael's College’s service from Datatel
• Maintains a working relationship with staff members in the Information Technology department to ensure proper usage of the Benefactor system
• Represents IA needs and concerns relating to Benefactor at monthly administrative users’ group meetings
• Assists with Benefactor training for new and current staff members
• Performs other duties as assigned by Director for Advancement Services and The Saint Michael’s Fund

Positions Supervised:
• None

Major Contacts:
• VP for Institutional Advancement
• Director for Advancement Services and the Saint Michael’s Fund
• IA staff
• Director of Information Technology
Saint Michael's College
Job Description
Job Title: Information Specialist

- Enterprise Applications Specialist
- Director of Institutional Research and Communication
- Associate Registrar
- Alumni, Parents and Friends of the College

**Demonstrates Excellence:**
- Demonstrates outstanding experience in programming
- Displays a strong knowledge of Benefactor and how it is used to manipulate, summarize, and produce reports for internal and external use
- Completely understands College fundraising practices and how various computer applications support those needs
- Keeps a highly organized work log so that assignments can be easily referenced if questioned, and referred to for future planning of fundraising and alumni activities
- Is flexible, patient and understands the changing needs of department heads and other members of the campus community
- Possesses strong interpersonal and communication skills and the ability to work effectively with a wide variety of working styles
- Plans and organizes data within the Benefactor system in the best way possible to meet the needs of the IA department
- Participates as a member of a fully integrated outreach and development team, but also operates independently
- Uses utmost discretion and professionalism in handling confidential information

**Education and Work Experience:**
- Bachelor's degree
- Advanced programming experience in a fundraising environment
- Expertise with Datatel, Benefactor, or Colleague

**Analytic Skills:**
- The ability to recognize several likely causes of events, analyze relationships among several parts of a problem or situation, and then formulate a multi-step response.

**Language and Literacy Skills:**
- Reads and interprets documents such as operating instructions, procedure manuals, and college policies to guide own behavior. May need to spend substantial time on the telephone or in meetings to gather necessary information and plan projects. May need to respond to questions and solve problems for people using communications skills. Has the demonstrated ability to prepare or revise written reports or other documents.

**Computer/Technology Skills:**

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<th>Working Knowledge</th>
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**Licenses, Certifications and Other Requirements:**
- None required

**Physical Demands:**
Work is often performed in a typical office environment requiring:
- Sitting in a normal seated position for extended periods of time
- Reaching by extending hand(s) or arm(s) in any direction
- Dexterity sufficient to manipulate objects with fingers, for example operating a computer keyboard
Saint Michael's College
Job Description
Job Title: Information Specialist

- Communication skills using the spoken word
- Vision sufficient to see within normal parameters
- Hearing sufficient to hear within normal range
- No or very limited physical effort
- No or very limited exposure to physical risk

While performing the duties of Information Specialist, the employee must occasionally lift and/or move up to 10 pounds.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with a disability to perform the essential functions.

**Additional Requirements for the Job:**
- Willingness to work hours necessary beyond regular schedule to complete job responsibilities in a professional and thorough manner
- Capability to assist in staffing Reunion and Homecoming weekends and participate in Commencement, convocations and other College events as defined by supervisor

The above job description in no way states or implies that these duties are the only duties performed by this employee. The incumbent is expected to perform other related duties necessary for the effective operation of the College.