

Director of Advancement Services

This position will play a leadership role in developing a technical vision to support Cranbrook's fundraising, developing strategic technology plans for Advancement, ensuring that systems and processes run smoothly, and that fundraising staff have the tools they need to do their jobs effectively. This responsibility includes providing managerial and technical leadership for fundraising technology projects; ensuring the integrity, security, interoperability and cost-effectiveness of Cranbrook's Advancement infrastructure; and providing advice to senior leadership on fundraising system issues, projects, budgets, options, and the impacts of decisions. The projects that the incumbent oversees have immediate and long-term implications for Cranbrook and must be coordinated with key stakeholders across the organization.

Requirements: Bachelor's degree required. Advanced degree and/or equivalent experience in the area of technology or information management preferred. A minimum of 4 years' management experience in an Advancement Services department. Ability to function at an executive level within a complex organization. Demonstrated knowledge of fundraising and advancement services. Demonstrated experience with personnel, technologies, and processes involved in marketing and communications, prospect research, and donor relations preferred. Knowledge of the principles and practices of gift processing and administration. Demonstrated understanding of the types of information systems used to collect, disseminate, and report data in support of the fundraising efforts of a complex organization. Experience evaluating complex issues, determining appropriate solutions, costs, and required resources, reaching agreement on a course of action, and providing leadership in implementing the chosen approach. Experience developing and managing a departmental budget preferred. Experience selecting technology products and services and overseeing the implementation of the selected solutions. Ability to use discretion, exercise good judgment, tact, diplomacy and maintain strict confidentiality. A strong customer services ethic. Excellent interpersonal skills and political astuteness. Requires a valid Michigan driver's license with satisfactory driving record.