

Memorial Hermann Foundation Senior Director, Advancement Services

Reports to: Associate Vice President, Advancement

Services Position Summary:

The Senior Director, Advancement Services provides direction and leadership to key fundraising service areas, including database management, reporting and analysis, and business intelligence. The Director serves as the primary liaison with internal and external technical partners, ensuring that all systems and business practices effectively support the Foundation's needs. Cross-collaborating with team members, Foundation leadership and internal end-users, the Senior Director strategically aligns available resources to create data driven solutions that advance operational effectiveness and help achieve institutional goals.

Duties and Responsibilities:

- Manages daily workflows for the data and reporting team; provides guidance and support for all efforts, tasks and requests as required.
- Coordinates list request efforts, ensuring efficient turnarounds on all data requests.
- Project manages technical and reporting projects, including platform upgrades, implementations, dashboards and custom report builds.
- Serves as a technical resource to help define, estimate and propose solutions for business needs; collaborate with Advancement Services team members to ensure proper solutions and systems are being used and developed in all service areas; train and assist as needed.
- Establishes policies, procedures and service standards to improve delivery and customer service of data and reporting requests.
- Continually assesses relationship management system; develop plans to improve system effectiveness, including software solutions and business practices.
- Ensures the ongoing operation and security of the Foundation's database and network.
- Keeps abreast of leading and emerging trends in IT solutions for Advancement and provide strategic approaches to improve current and future advancement activities.
- Works with Major Gifts and Donor Engagement & Special Events teams on key Foundation initiatives.
- Ensures safe care to patients, staff, and visitors; adheres to all Memorial Hermann policies, procedures, and standards within budgetary specifications including time management, supply management, productivity, and quality of service.
- Promotes individual professional growth and development by meeting requirements for mandatory/continuing education and skills competency; supports department-based goals, which contribute to the success of the organization; serves as preceptor, mentor, and resource to less experienced staff.
- Other duties as assigned.

Minimum Qualifications

Education: Bachelor's degree in related field or 20+ years of business experience

Licenses/Certifications: None required

Knowledge, Experience and Skills

- 7+ years of progressive experience in advancement services, database management, reporting and analysis, or information management within a non-profit environment; healthcare experience a plus; basic knowledge of advancement operations required.
- Experience with database systems and products, particularly Crystal Reporting and Blackbaud's Raiser's Edge and the Financial Edge.
- Experience with SQL and business intelligence reporting and statistical analysis tools.
- Demonstrated experience leveraging technology in a fast-paced, complex environment.

- Resourceful, creative thinker with superior problem solving skills.
- Strong leadership and managerial skills; high-level of interpersonal communication skills.
- Displays high degree of judgment, discretion and confidentiality.
- Demonstrates commitment to the Partners-in-Caring process by integrating our culture in all internal and external customer interactions; delivers on our brand promise of “we advance health” through innovation, accountability, empowerment, collaboration, compassion and results while ensuring one Memorial Hermann.

To apply, please search the Foundation category at <https://jobs.memorialhermann.org/>.