**Title:** Manager Donor Services

**Pay Scale Group:** 16

**Essential Function**

Under general supervision from a designated administrator, manage a service function within a multifunctional department, sector or center. Manage service functions such as Automated Collections, Donor Center Operations, Mobile Operations, Staff Recruitment and Development, or Quality Assurance. The primary purpose of position is management of people, assets, service programs, projects and fiscal resources to deliver and administer business services and programs.

**Characteristic Duties**

Manage daily activities of the assigned unit; develop procedures, implement quality improvement initiatives/controls and assess staff skills to ensure achievement of recruitment and marketing strategies; collaborate with units to develop performance standards; assess the needs of department in regard to administrative space, equipment, computing resources and personnel; ensure safe work environment.

Develop and maintain policies and procedures to ensure compliance with standard operating procedures, quality assurance and improvement programs, collective bargaining agreements, state regulations, federal laws and all other regulations.

May develop, promote or implement strategic initiatives; develop and manage internal and external partnerships to ensure performance and client satisfaction to advance service levels and achieve goals and objectives; resolve issues and consults with Division Director/designee on major issues and exceptions.

Manage data, prepare reports, disseminate/interpret information, manage schedules, maintain expertise, provide advice, and deliver presentations.

May provide direct supervision to exempt and non-exempt staff (i.e., hire, orient, train, mentor, and evaluate assigned staff); assess skills, identify shortfalls, or develop training needs.

Represent the university and Hoxworth in a positive manner and serve as a liaison with internal and external agents.

Serves on various university, division and departmental committees, attend meetings/conferences and may represent the department at various community events to promote services.

Complete other duties as assigned including special projects.
Minimum Qualifications
Bachelor’s with three (3) years experience; -OR- Associate’s degree with five (5) years experience; -OR- Diploma nurse with four (4) years experience; -OR- seven (7) years experience. Degree must be in a healthcare, management or a field related to the required experience; experience must be related to assigned service area.

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