Graduate Assistant for Advancement Services

The Graduate Assistant in Advancement Services will serve to support the efforts to migrate the current Banner CRM (Constituent Relationship Management) database to Ellucian CRM Advance through data review. Additionally will be the need to improve the quality and number of reachable records in the Banner database through projects to acquire demographic updates that improve U.S. mail, e-mail, and cell phone reach.

The Graduate Assistant reports to the Director of Advancement Services and plays a key role in leading initiatives and efforts on behalf of Institutional Advancement that improve our ability to manage records and reach alumni of the college. Key projects and areas of focus include the following:

- Provide support during the database migration process by learning the basic navigation of Banner to assist with the administration and transfer of information.
  - Rules
  - Decisions
  - Reports
  - Validations Tables
- Key role in assisting to manage department objectives for Program Review:
  - Canisius.edu E-mail Data Update Project.
  - Exclusion Code Project.
  - Increase Number of Reachable/ Mailable e-mail addresses.
- Assist with the supervision of work-study student projects including employment lookups and organization of the OBIT updating process for Banner entry and magazine publication.
- Formulate plan to work with departments on campus to collect their excel spreadsheets with updated alumni information to add to banner.
- Support projects in advancement services ie. follow-up piece to set up collecting updated alumni information in coordination with reunion years.
- NCOA mailing for seasonal addresses and/or general addresses not updated.
- Create Tracking process for BIO/Demo updates for annual count by source. Ex. NCOA, adsr221, Data Project return pieces, internal updates from campus dept. project, employment updates etc.

Skills & Competencies
- Demonstrated project management skills and ability to balance competing priorities.
- Ability to recognize data issues and initiate problem solving and issue resolution.
- Ability to be flexible and adapt to changes in workflow.
- Excellent interpersonal skills and effective oral and written communication that supports the understanding and usage of the CRM system by all staff.
- Strong attention to detail.