

Senior Gift and Support Services Analyst (4628U), Gift
Services - 81426
University of California, Berkeley

Direct Link: <https://www.AcademicKeys.com/r?job=263143>

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Posted Sep. 29, 2025, set to expire Jun. 30, 2026

Job Title	Senior Gift and Support Services Analyst (4628U), Gift Services - 81426
Department	Gift Services
Institution	University of California, Berkeley Berkeley, California
Date Posted	Sep. 29, 2025
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Institutional Advancement Finance/Investment Management
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Job Description

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Senior Gift and Support Services Analyst (4628U), Gift Services - 81426

About Berkeley

At the University of California, Berkeley, we are dedicated to fostering a community where everyone feels welcome and can thrive. Our culture of openness, freedom and belonging make it a special place for students, faculty and staff.

As a world-leading institution, Berkeley is known for its academic and research excellence, public

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mission, diverse student body, and commitment to equity and social justice. Since our founding in 1868, we have driven innovation, creating global intellectual, economic and social value.

We are looking for applicants who reflect California's diversity and want to be part of an inclusive, equity-focused community that views education as a matter of social justice. Please consider whether your values align with our [Guiding Values and Principles](#), [Principles of Community](#), and [Strategic Plan](#).

At UC Berkeley, we believe that learning is a fundamental part of working, and provide space for [supportive colleague communities via numerous employee resource groups](#) (staff organizations). Our goal is for everyone on the Berkeley campus to feel supported and equipped to realize their full potential. We actively support this by providing all of our full-time staff employees with at least 80 hours (10 days) of paid time per year to engage in professional development activities. Find out more about how you can [grow your career](#) at UC Berkeley.

Departmental Overview

Gift Services is the office of record and receipts for gifts, pledges and payments for UC Berkeley and is the campus' delegated authority for internal financial and policy controls for gift processing. Donors contribute via a variety of giving methods including check, credit card, electronic funds transfer, securities and cryptocurrency. Gift Services also provides support to units who do their own gift depositing and constituent management via shadow databases. All of the team's staff are responsible for providing excellent customer, transactional and functional service to donors and colleagues, and adhering to federal, state, industry, UC system and campus-wide practices, policies and protocols.

All Gift Services assignments involve research and analysis across a variety of financial transactions from intake to receipt, and require the application of specific protocol to ensure that donations are deposited to the correct fiduciary, credited legally, and allocated to giving funds per expressed donor intent. Some Gift Services assignments involve cashiering, data analysis, customer service, reporting, business writing and process health projects.

Position Summary

This position supports Gift Services' purpose as the office of gift, pledge and payment records and receipts for the campus by applying a wide range of expertise on advancement, campus, IRS, and cash handling policies and protocol to thousands of gifts on an annual basis. In addition to transactional work, the position ensures operational effectiveness within a dynamic advancement landscape by engaging in process improvement and ongoing partner and donor compliance

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collaboration and education. Senior gift analysts coordinate one to three support, cash or non-cash functions (e.g. workplace giving, EFT, gift intake, our suspense account or adjustments) of moderate to high complexity, and mentor staff who support these functions.

Application Review Date

The First Review Date for this job is: 10/09/2025.

Responsibilities

Gift Processing, Research and Analysis - Cash (checks, EFT, credit cards, etc.) and Non- cash (securities, pledges, gifts-in-kind, etc.) transactions:

Manages two essential Gift Services functions: online giving & gift support; May focus on or assist other cash or non-cash tasks or functions

- Acts as first escalation contact for issues that arise within each function purview.
- In collaboration with Gift Services leadership and gift support staff, defines and monitors a support model that delivers excellent donor and campus partner service.
- Mentors staff.
- Understands and monitors UDAR and campus departmental purviews to connect donors with appropriate service contacts and understand stakeholder status.
- Monitors help desk processes and resources, including the help desk email and phone lines
- Fields standard inquiries from donors and colleagues, including accepting payment by phone, triaging requests to subject matter experts, fulfilling requests for tax documents, providing payment instructions, reissuing receipts, confirming gifts for matching purposes.
- Applies comprehensive knowledge of constituent database (CADS), cash deposit tools and systems (e.g. remote deposit software, bank lockbox, swipe terminals), campus deposit system (CDS), online gift charging platform (Cybersource), and various data entry and retention application tools (e.g. Excel, Smartsheet) to reconcile, review, process, and approve standardized financial data and transactions from intake to receipt.
- Regularly collaborates with campus colleagues to collect and substantiate donor giving intent per campus, UDAR, Gift Services and advancement industry policies and best practices.
- Escalates complex policy or practice decisions or judgment calls to supervisors.
- May participate in gathering gift documentation for external audits.
- As needed, assists with physical collection, opening, triaging of mail; scanning, storing and queuing gift documents for review and entry; preparation of printed tax receipts for mailing.

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Organizational Effectiveness

- Ensures process efficiency within all functions under purview.
- Collaborates with Gift Services, UDAR, and campus colleagues to identify, define, analyze and resolve processing issues as they arise.
- Contributes to improvement projects as tester, innovator or engaged participant to address and remove obstacles to efficient gift processing and analysis workflows.
- Utilizes campus, UDAR and Gift Services strategic plans as guides in collaborative efforts and team and individual goals.
- Engages in Gift Services' annual strategic and operational planning efforts, including skill and knowledge refresher training.
- Mentors and/or trains new or existing staff in functional workflows, processes and tools.
- Participates in Gift Services knowledge management by creating resources or reference guides, and ensures they remain up-to-date.
- Monitors personal effectiveness and seeks assistance and support when needed.

Organizational Culture & Inclusion initiatives

- Engages with colleagues and teammates per Berkeley's principles of community and Gift Services team-created values.
- Participates in tools and discussions focused on UDAR and campus Inclusion initiatives.
- Regularly reviews, and mentors staff in, ensuring equitable practices in staff hiring, onboarding, and training practices.
- In collaboration with leadership, coordinates staff connection opportunities.

Professional Development

- Proactively seeks opportunities for development of skills, training, networking.
- Participates in goal-setting within current coaching and evaluation framework.
- Utilizes industry, campus and team resources for expanding knowledge and skill set.
- Regularly recommends staff for professional development projects or tasks.

Required Qualifications

- Excellent interpersonal skills, including effective verbal and written communication, mentoring, active listening, and demonstrated sound judgment in decision-making.
- Employs strong analyst skills, attention to detail, research, problem-solving, and critical thinking.
- Excellent customer service skills (positive, helpful attitude and friendly demeanor) to be used

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when communicating with donors and colleagues in person, via telephone, and by email or other written communication.

- Demonstrated strong organizational skills and ability to hold oneself accountable to deadlines, collaborative projects, and work tasks.
- Ability to work effectively under pressure, handling large volumes of transactions while meeting deadlines.
- Ability to learn, analyze, interpret, enforce, and apply procedures and regulations.
- Adaptable; ability to thrive in a dynamic environment committed to a continuous improvement mindset.
- Proficient with Microsoft Office, Google Suite, Smartsheet and common desktop/web applications.
- Computer skills to effectively work with large data sets, databases, online systems, and electronic communications.
- Bachelor's degree in related area and/or equivalent experience/training.

Preferred Qualifications

- Working knowledge of and/or can quickly learn applicable campus financial processes, policies and procedures.
- Knowledge of financial data management and reporting systems.
- Working knowledge of Ellucian Advance Web Access and Business Objects Web Intelligence.
- Working knowledge of and/or can quickly the Berkeley Financial System.

Salary & Benefits

For information on the comprehensive benefits package offered by the University, please visit the University of California's [Compensation & Benefits](#) website.

Under California law, the University of California, Berkeley is required to provide a reasonable estimate of the compensation range for this role and should not offer a salary outside of the range posted in this job announcement. This range takes into account the wide range of factors that are considered in making compensation decisions including but not limited to experience, skills, knowledge, abilities, education, licensure and certifications, analysis of internal equity, and other business and organizational needs. It is not typical for an individual to be offered a salary at or near the top of the range for a position. Salary offers are determined based on final candidate qualifications and experience.

The budgeted annual salary range that the University reasonably expects to pay for this position is

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\$88,000.00 - \$92,000.00.

- This is an exempt monthly-paid position.

How to Apply

- To apply, please submit your resume and cover letter.

Other Information

- This is not a visa opportunity.
- This position is eligible for up to 30% hybrid work. Exact arrangements are determined in partnership with your supervisor to meet role responsibilities and department needs, and are subject to change.

Conviction History Background

This is a designated position requiring fingerprinting and a background check due to the nature of the job responsibilities. Berkeley does hire people with conviction histories and reviews information received in the context of the job responsibilities. The University reserves the right to make employment contingent upon successful completion of the background check.

SB 791 and AB 810 Misconduct Disclosure Requirement: As a condition of employment, the final candidate who accepts a conditional offer of employment will be required to disclose if they have been subject to any final administrative or judicial decisions within the last seven years determining that they committed any misconduct; received notice of any allegations or are currently the subject of any administrative or disciplinary proceedings involving misconduct; have left a position after receiving notice of allegations or while under investigation in an administrative or disciplinary proceeding involving misconduct; or have filed an appeal of a finding of misconduct with a previous employer.

"Misconduct" means any violation of the policies or laws governing conduct at the applicant's previous place of employment, including, but not limited to, violations of policies or laws prohibiting sexual harassment, sexual assault, or other forms of harassment, discrimination, dishonesty, or unethical conduct, as defined by the employer. For reference, below are UC's policies addressing some forms of misconduct:

[UC Sexual Violence and Sexual Harassment Policy](#)

[UC Anti-Discrimination Policy](#)

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[Abusive Conduct in the Workplace](#)

Equal Employment Opportunity

The University of California is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, age, protected veteran status, or other protected status under state or federal law.

To apply, visit

https://careerspub.universityofcalifornia.edu/psc/ucb/EMPLOYEE/HRMS/c/HRS_HRAM_FL.HRS_CG_S

Contact Information

Please reference Academickeys in your cover letter when
applying for or inquiring about this job announcement.

Contact

N/A

University of California, Berkeley

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