

# GREAT FUTURES START **HERE.**



**TITLE:** *Donor Database Manager*

**DEPARTMENT:** *Finance*

**REPORTS TO:** *Controller*

☒ Exempt ☐ Non-Exempt

## **PRIMARY FUNCTION:**

The Donor Database Manager has a track record of developing and implementing effective and comprehensive processes and structures relating to donor data management. This professional builds and executes strategies and programs that include gift processing, portfolio management systems and manages the internal relationship between resource development and finance.

## **Primary Duties:**

- Audit and ensure accurate recording of all contributions, including: corporate, direct mail, online donations, individual, and event gifts and pledges, employer matching contributions and credit card billing.
- Helps build the structure and design of the database.
- Enhances the scalability and performance of existing database structures.
- Design and execute queries, exports and reports using donor database.
- Pull data and create reports to aid in analysis of donor retention, appeal response analysis, progress to annual goal, and extractions of data from the database for analytical purposes.
- Maintain accurate and up-to-date donor contact and biographical information.
- Perform basic research on individuals, companies, and foundations, through free online services available to BGCMC. Create profiles and call sheets as requested. Implement coding and create reports to aid in prospect management.
- Design and execute data integrity projects including returned mail, address updates, merge, and inactivation processes.
- Add gift information and donor correspondence to central files as needed.
- Work with marketing team to manage the tracking and reporting of solicitation efforts and direct mail initiatives.
- Participate in development of best practices and documentation in maintaining accurate database records. Create and implement name and address protocol and standards. Proactively review, develop, and implement coding systems to meet tracking and analytical needs and improve the efficiency and accuracy of the database.
- Document policies and procedures related to gift processing and the database.
- Stay knowledgeable of software changes and features through investigation, training, and documentation review. Serve as a software trainer and trouble shoot for staff.
- Act as liaison for monthly reconciliation of gift and accounting records.

Donor Database Manager

- Provide training and other technical support to RD team and others in areas of donor database operations.
- Assist with additional duties as assigned.

## **RELATIONSHIPS:**

**Internal:** Maintains close contact with Finance and Resource Development teams, as well as assigned staff to provide technical assistance in matters of programming and operations; interacts regularly with all departments, support staff Corporate Board and its Committees.

**External:** Maintain contact with external vendors, committee members, donors, and other groups to achieve goals and objectives.

## **SKILLS/KNOWLEDGE DESIRED:**

- Bachelor's degree from an accredited college or university or equivalent experience.
- A minimum of two (2) years' work experience in non-profit agency operations, specifically in the fundraising field, capitol campaign department, sales/marketing or equivalent experience.
- Knowledge of accessing and utilizing donor database software.
- Experience with Microsoft Office suite.
- Strong oral and written communications skills.
- Ability to establish and maintain strong effective working relationships with organization staff, board members, and volunteers.

## **Physical Demands**

These physical demands are representative of the physical requirements necessary for an employee to successfully perform the essential functions of this position. Reasonable accommodation can be made to enable people with disabilities to perform the described essential functions of this position.

While performing the responsibilities of this position, the employee is required to talk and hear. The employee is often required to sit and use their hands and fingers, to handle or feel and to manipulate keys on a keyboard. The employee is often required to stand, walk, reach with arms and hands, climb or balance, lift up to 25 pounds and to stoop, kneel, crouch or crawl. Vision abilities required by this job include close vision.

## **Work Environment**

While performing the responsibilities of this position, these work environment characteristics are representative of the environment this position will encounter. Reasonable accommodations may be made to enable people with disabilities to perform the essential functions of this position.

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts and vehicles. The noise level in the work environment is usually moderate to loud.

## **Disclaimer**

The information presented indicates the general nature and level of work expected of the employee. It is not designed to contain, not to be interpreted as, a comprehensive

inventory of all duties, responsibilities, qualifications and objectives required of employees assigned to this job. This is not a contract of employment.

Pay: \$55,000.00 - \$60,000 per year

Benefits:

- 401(k)
- 401(k) matching
- Dental insurance
- Employee assistance program
- Health insurance
- Life insurance
- Paid time off
- Vision insurance

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