



LOAVES & FISHES

Groceries for Neighbors in Need

Job Title: **Donor Database Associate**

FLSA Status: Fulltime Nonexempt, Monday – Friday, occasional weekend and evening hours

Reports to: Chief Development Officer

Revision Date: April 25, 2019

POSITION SUMMARY:

The Donor Database Associate reports to the Chief Development Officer and provides overall management and accountability for donor-related data, documentation, tracking and oversight of database including accuracy, timeliness and management of donor records and donations; conducts donor research, produces reports, maintaining the confidentiality of donors. Works closely with the Development team and Loaves & Fishes staff. She/he is responsible for administration of the Raisers Edge database, accuracy of stewarding of donor contributions, and donor reports.

ESSENTIAL FUNCTIONS:

1. Perform data entry and record management, ensuring accuracy and consistency.
2. Manage gift acknowledgment processes, ensuring timely and accurate recognition of all gifts.
3. Respond in a timely and professional manner to donor requests and questions.
4. Create reports/queries as needed to support the development function; convert database information into workable data for other team members. Share regular and timely reports about giving trends and opportunities.
5. Participate in donor prospecting and research activities as needed to assist in donor acquisition and building donor profiles. Effectively analyze data to identify donor giving patterns and trends (consistent, lapsed and major gift prospects).
6. Balance PayPal donations and transfer funds to Loaves & Fishes' checking account.
7. Maintain the donate page and online donation process through Net Community and Blackbaud Merchant Services.
8. Create and maintain procedures on the usage of donor database processes.
9. Make appropriate and timely recommendations on database expansion and/or enhancements. Coordinate and plan for future data conversions/upgrades as needed.
10. Work in conjunction with the Accounting department to ensure daily, monthly, and annual reconciliation between donor and financial database system.
11. Support development team at major agency functions including, third party events, marketing/fundraising events, volunteer and food drive efforts.
12. Engage in continuous learning to increase your skills and knowledge to fulfill the Loaves & Fishes' mission and to stay informed of internal and external trends impacting the organization.
13. Provide administrative support as needed to agency leaders.
14. Adhere to the Association of Fundraising Professionals Code of Ethics and Donor Bill of Rights.
15. Attend staff meetings/trainings and other meetings as required.
16. Represent the agency as required by the Executive Director.
17. Participate in and support Loaves & Fishes' Fund Raising Efforts.

QUALIFICATIONS:

1. Minimum education requirements: high school diploma or equivalent degree; Associate or Bachelor's degree in a related field or equivalent a plus.
2. 2-4 years experience in database management. Experience with Raisers Edge strongly preferred.

3. Ability to use rigorous logic and methods to solve difficult database query problems with effective solutions; use problem-solving skills to ensure high quality data and analytic results.
4. Good oral and written communication skills.
5. Experienced user of Microsoft Office products.
6. High energy, positive, “can-do” attitude, flexibility, teamwork, and attention to detail; Excellent organization and time-management skills.
7. Ability to work with sensitivity and without discrimination towards peoples of diverse cultures, races/ethnicity, socio-economic positions, ages, religions, genders, physical/mental challenges/disabilities, and sexual orientations
8. A passion for Loaves & Fishes’ mission is essential.

To apply, please use Donor Database Associate in the subject line and email a cover letter and resume to HR@loavesandfishes.org.