



Job Title: **Donor Database Coordinator**

FLSA Status: Full time Nonexempt

Reports to: Annual Giving Manager

Revision Date: 3/10/22

POSITION SUMMARY:

An onsite position, the Donor Data Coordinator reports to the Annual Giving Manager 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, oversees mobile and peer-to-peer giving, runs queries and produces reports; maintains the confidentiality of donors and oversees gift entry. The candidate will possess experience managing and analyzing data from the donor database, a solid understanding of non-profit development functions, have strong communication skills, and exercise attention to detail. Works closely with the Development team and Loaves & Fishes/Friendship Trays staff. This position is responsible for administration of the CRM (currently Raiser's Edge but will be transitioning to Bloomerang) accuracy of stewarding of donor contributions, and donor reports.

ESSENTIAL FUNCTIONS:

1. Performs constituent record updates (adding, merging, updating addresses, logging engagement activities).
2. Builds complex queries and generates accurate mailing and donor lists.
3. Performs imports, exports, and global updates.
4. Oversees email list management & segmentation.
5. Monitors Raisers Edge (later Bloomerang) data quality and integrity through auditing, cleansing, and de-duping data.
6. Produces comprehensive data analysis & revenue reports.
7. Manages backend of peer-to-peer fundraising & crowdfunding platforms.
8. Creates complex Excel spreadsheets and Word Mail merges.
9. Oversees gift processing (mailed, online through various databases, stock, events).
10. Oversees gift acknowledgments.
11. Trains staff as needed on all Development platforms.
12. Responds in a timely and professional manner to donor calls and emails.
13. Creates and maintains procedures on the usage of donor database processes to ensure a certain level of organizational consistency.
14. Provides administrative support to development team.
15. Works closely with and serves as backup for the Donor Coordinator as needed, especially during time out of office and busy seasons.
16. Engages in continuous learning to increase skills and knowledge to fulfill the Loaves & Fishes/Friendship Trays' mission and to stay informed of internal and external trends impacting the organization.
17. Adheres to the Association of Fundraising Professionals Code of Ethics and Donor Bill of Rights.
18. Attends staff meetings/trainings and other meetings as required.

19. Represents the agency as required by the Executive Director.
20. Participates in and support Loaves & Fishes/Friendship Trays' fundraising efforts. Support development team at major agency functions including third-party events, marketing/fundraising events, volunteer, and food drive efforts.
21. This is an onsite position with limited remote work.

QUALIFICATIONS:

1. Minimum education requirements: Associate's degree or two years of college and equivalent experience.
2. 4-6 years of experience in database management. Experience with Raisers Edge and/or Bloomerang strongly preferred.
3. Ability to use rigorous logic and methods to solve difficult database query problems with effective solutions; use of problem-solving skills to ensure high quality data and analytic results.
4. Good oral and written communication skills.
5. Advanced user of Microsoft Office products, including pivot tables and mail merges.
6. High professional standards are required with an understanding of donor confidentiality.
7. High energy, positive, "can-do" attitude, flexibility, teamwork, and attention to detail; Excellent organization, critical thinking, problem solving, and time-management skills.
8. 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. Demonstrate a positive and respectful attitude when interacting with other staff, donors, and clients.
9. A passion for Loaves & Fishes/Friendship Trays' mission is essential.
10. Compliance with our Covid Vaccination and Testing Policy. All employees are required to report their vaccination status and, if vaccinated, provide proof of vaccination. All employees who are not fully vaccinated will be required to undergo regular COVID-19 testing and wear a face mask.

This job description may not be all inclusive and employees are expected to perform all other duties as assigned and directed by management. Job descriptions and duties will be reviewed annually and may be modified when deemed appropriate by management.

Salary Range: \$21 - \$24/hour

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