



Job Title: **Donor Database and Systems Coordinator**

FLSA Status: Fulltime Nonexempt

Reports to: Annual Giving Officer

Revision Date: 3/27/23

Loaves & Fishes/Friendship Trays is the merger of two longstanding hunger fighters that took place in May 2021. Due to the growth within our organization, we are seeking a skilled, analytical, and professional database coordinator that can sustain our growth.

#### **POSITION SUMMARY:**

The Donor Database and Systems Coordinator reports to the Annual Giving Officer providing overall management and accountability for donor-related data including tracking, oversight of accurate and timely database entry; manages, helps identify, and implement backend systems such as the donor database, mobile and peer-to-peer giving; creates and runs financial reports; maintains confidentiality of donor data and oversees gift entry. The candidate will possess experience managing and analyzing data from a donor database, a solid understanding of non-profit Development functions, have good communication skills, and exercise attention to detail. This is a fast-paced position that works daily with the Development team and Loaves & Fishes/Friendship Trays' staff.

#### **ESSENTIAL FUNCTIONS:**

- Performs record management and monitors CRM/database data quality and integrity through auditing, cleaning, and de-duping data. (adding, merging, updating addresses and donor information from NCOA, logging engagement activities).
- Produces comprehensive data analysis & reports in the CRM and spreadsheets as needed to support the Development team.
- Generates accurate segmented mailing and donor lists for print and email.
- Performs imports, exports, and global updates.
- Opens mail, then codes and scans gift checks and other Development information to pass on to the appropriate staff person for processing.
- Works with the Community Engagement Coordinator regarding entry of inkind donations and volunteers into the database.
- Manages, helps identify, and implement backend systems (including but not limited to Bloomerang, Kindful, online giving pages, peer-to-peer fundraising platform, event software, inkind donation kiosk).
- Creates and maintains procedures on the usage of donor database processes to ensure a high level of organizational consistency.
- Works with the Annual Giving Officer to create, implement, and maintain stewardship programs such as giving circles.

- Perform donor prospecting and research activities to identify donor giving patterns and trends (consistent, lapsed and major gift prospects).
- Trains staff on all Development platforms.
- Responds in a timely and professional manner to donor calls and emails.
- Works closely with and serves as backup for the Development Coordinator as needed, especially during time out of office and busy seasons.
- Engages in continuous learning to increase skills and knowledge to competently fulfill job duties. Adheres to the Association of Fundraising Professionals Code of Ethics and Donor Bill of Rights. High professional standards with an understanding of donor confidentiality.
- Attends staff meetings, training and other meetings as required.
- Represents the agency as required by the Chief Executive Officer.
- Participates in and supports Loaves & Fishes/Friendship Trays' fundraising efforts.

**QUALIFICATIONS:**

- Minimum education requirements: Two years of college or equivalent 4-6 years of experience in database management. Experience with Raisers Edge and/or Bloomerang strongly preferred.
- 1-3 years working at a nonprofit preferred.
- Ability to use logic and methods to solve difficult database report problems with effective solutions; problem-solving skills to ensure high quality data and analytic results.
- Advanced user of Microsoft Office products (Excel - pivot tables, graphs, conditional formatting) (Word - mail and email merges). Loaves & Fishes/Friendship Trays uses Microsoft Teams.
- High energy, positive, "can-do" attitude, flexibility, teamwork, and attention to detail; Excellent organization, critical thinking, problem solving, and time-management skills.
- 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.
- A passion for Loaves & Fishes/Friendship Trays' mission is essential.
- 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.

**TO APPLY:** Send cover letter and resume to [HR@loavesandfishes.org](mailto:HR@loavesandfishes.org), enter Donor Database and Systems Coordinator in the subject line.