

Donor Database Administrator

Reports to: Director of Donor Services

Direct reports: 0

Classification: Exempt, Full time



Summary of Responsibilities:

The Donor Database Administrator is responsible for providing timely reports, data inputs, and for the accurate and timely entry and maintenance of key databases used to track donors, their donations and other development related information to support the missions of the Lowcountry Food Bank and Lowcountry Food Bank Foundation. The position has oversight of LCFB's CRM systems and strategy related to donor data solutions for the organization. This position develops queries and reports critical to the department; provides donor reports and mailing lists; creates streamlined processes for gift tracking, acknowledgement and reconciliation with finance to minimize errors in donor interactions and performs periodic data analysis and donor research.

Essential Duties and Responsibilities

- Maintain integrity of data in Raiser's Edge (RE) and Little Green Light (LGL) donor databases by creating, documenting and using parameters for consistent data entry data review and reporting
- When applicable, trains Donor Services volunteers, Development staff and other LCFB staff, in data entry guidelines, list generation and other responsibilities as required and needed in RE and/or LGL
- Provide timely and accurate creation and generation of queries, reports and analysis as requested from either RE or LGL
- Provide timely and accurate monthly data exports and imports for direct mail campaigns and perform any additional data requests made by Direct Mail vendor for the Lowcountry Food Bank
- Prepare donor annual statements for the Lowcountry Food Bank and Lowcountry Food Bank Foundation
- In collaboration with the Development teams, oversee all aspects of donor event registration and check-in for the annual Lowcountry Food Bank Gala and Walk, including consulting on the development of associated registration pages on third party peer to peer fundraising platforms
- Work in conjunction with the Director of Donor Services and the Finance Department to maintain accurate records and complete monthly reconciliations for the Lowcountry Food Bank and Lowcountry Food Bank Foundation
- Assists in the maintenance of donor record integrity – import/update addresses, contacts and other biographical data as necessary; utilize RE and LGL database vendor programs where appropriate
- In collaboration with the Director of Donor Services (RE) and Executive Assistant (LGL), ensure timely input of all gifts and processing of acknowledgement letters and donor correspondence as required, including Honor/Memorial notifications
- Be the in-house development database expert and provide assistance to other users as needed
- Documents best practices and SOPs to enforce protocols for clean data entry of donor information
- Provide strategic data analysis, reporting, and tracking to support a strong and balanced fundraising plan
- Support the Development Department by developing strategies and tactics to acquire, cultivate, solicit, renew and upgrade donors
- Maintain software, implement upgrades, recommend changes if deemed necessary and troubleshoot database problems with vendor(s) and internally as needed; be the technical liaison to all database vendors
- Maintain professional standards including confidentiality of donor information; conduct work in a manner that is ethical and sensitive to the donors, development team members and Lowcountry Food Bank and the Lowcountry Food Bank Foundation
- Coordinate and plan for future data conversions/upgrades as needed
- Fulfill other position related duties as required.

Job Requirements

Required Education, Skills, Knowledge and Experience

1. Bachelor's degree and/or equivalent work experience required
2. Demonstrate strong commitment to the missions of Lowcountry Food Bank and the Lowcountry Food Bank Foundation
3. Proficient in Raiser's Edge database configuration and management, and data manipulation
4. Experience supervising employees or volunteers preferred
5. Previous database and/or fundraising experience in a nonprofit development environment strongly preferred.

6. Expertise with MS Office software including Microsoft Word, PowerPoint, Access, Excel and proficiency with mail merge
7. Ability/confidence to meet time-sensitive deadlines
8. Ability to represent Lowcountry Food Bank with donors
9. Detail-oriented, with commitment to timeliness, efficiency, accuracy, consistency, discretion, and maintaining confidentiality
10. Self-starter with the ability to work independently as well as in a team environment; highly responsive and timely in order to meet the information needs of a fast-moving, dynamic organization and to garner the confidence and trust of donors, volunteers, staff and other constituents
11. Excellent interpersonal and communication skills; demonstrated ability to work well with people of all levels; and a strong commitment to teamwork
12. Ability to gather, analyze and summarize information including numerical and financial data
13. Strong organizational skills with the ability to work independently and to manage multiple projects a deep appreciation for and an ability to articulate the mission of the Lowcountry Food Bank

Physical Demands

1. Expected to attend special events, some of which may occur in the evenings or on weekends; some flexible hours may be required
2. Some travel may be required throughout the Food Bank's service area

Employee Acknowledgement

I have received, reviewed and fully understand the job description for philanthropy operations manager. I understand that I am responsible for the satisfactory execution of the essential functions described therein. I further understand that this job description does not constitute an employment contract with Lowcountry Food Bank.

Print Name
Signature
Date

EQUAL OPPORTUNITY EMPLOYER/M/F/D/V

Disclaimer: The above statements cover what are generally believed to be the principal and essential function of this job. Specific circumstances may allow or require some associates assigned to the job to perform a somewhat different combination of duties.