



RMHC[®]
of Central Texas

Position: Donor Database Manager

Reports to: Director of Development

Education: Bachelor's Degree

Relevant Work Experience: 3-5 years prior experience with donor management systems is required, Blackbaud product knowledge and experience, including Raiser's Edge is required.

Schedule and Status: Full-time

Salary: Competitive and Negotiable

Overview: The Donor Database Manager is a full-time, salaried position and reports to the Director of Development. The primary responsibility of the Donor Database Manager is to ensure accurate and timely processing of information regarding donors, guests and volunteers into the database. The Donor Database Manager manages and administers the processing and analyzing of all gifts to include annual giving, direct mail, and e-appeals. Additionally, the Donor Database Manager is responsible for the Raiser's Edge database administration, gift processing and coding, and recognition and stewardship of donors. The Donor Database Manager helps build relationships from the initial entry point to active, deepened engagement through the development of detailed prospect research and data analysis.

Essential Functions:

Information and Donor Management

1. Manage and develop the structure for the RMHC donor database and ensure accurate record keeping including complete donor records, both electronic and paper as needed.
2. Oversee and produce monthly budget to actual, standard reports and updated mailing lists that are used internally, with the board of directors, and donors.
3. Prepare analysis of RMHC donor data trends and reports, proactively offering insight that will impact development operations and relationship management practices.
4. Conduct detailed donor research on current/prospective donors.
5. Oversee donor acknowledgments; producing letters and coordinating thank you correspondence among staff, board and volunteers to ensure all donors are promptly and appropriately thanked – ideally within a donor-centric 48 hour window.
6. Fully integrate Raiser's Edge with other organizational technology including but not limited to Volunteer Mark, Volgistics, and Online Express.
7. Serve as staff lead on processing daily mail to ensure proper handling of offline cash and in-kind donations. Additionally, approve coding for all donations based on finance policy.
8. Assemble, update and track calendar for development office that includes all donor relations and direct mail activity for the year – coordinated with Director of Development, Director of Communications, Development Coordinator, Volunteer Manager, etc.
9. Serve as the Development team lead staff on revenue reconciliation with the Director of Finance.
10. Provide reports for annual audit and year-end review.
11. Serve as the agency database administrator and information manager including ensuring that policies and procedures associated with data entry are completed ethically, correctly and consistently, troubleshooting issues with Blackbaud and other vendor staff, and managing the flow of data between the data components.
12. Serve as point person for RMHC staff members working in the Blackbaud system including providing the appropriate training, creating dashboards and overseeing database privileges.

13. Assist in the creation and implementation of department goals, objectives and timelines.
14. Complete all donor information requests, matching gift requests, acknowledgement and recognition for all donations including in-kind and third party.
15. Work with key volunteers to assist in database functions, mailings and other appropriate projects.
16. Work with volunteer managers to ensure volunteer information is accurately entered into RE for meal providers, event volunteers, deep cleaning crews, etc.

Requirements:

1. Excellent written and verbal communication skills.
2. At least three years of prior fundraising database management required. Work with Blackbaud's Raiser's Edge product required.
3. Advanced knowledge of Microsoft Office required.
4. Experience in a professional office environment and strong customer service skills are important.
5. Experience in working with volunteers is preferred.
6. Excellent decision-making skills and sound judgment.
7. Ability to function as a team member.
8. Must be organized, have strong attention to detail, and be able to accept direction and to work independently.
9. Must maintain discretion with regard to donor confidentiality and privacy.
10. Be dependable, flexible, and highly sensitive to and supportive of the mission of Ronald employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
11. While performing the duties of this job the employee is regularly required to walk, sit and stand; use hands to finger manipulation, handle, feel, reach with arms and hands and talk and hear.
12. The employee McDonald House Charities.
13. Must be able to work effectively and accurately in a timely fashion.
14. The physical demands described here are representative of those that must be met by an
14. May be required to lift up to 25 pounds.
15. The vision requirements include close, distance, peripheral and depth perception.

Position description is for informational purposes and is not an exhaustive list of all responsibilities. Additional duties that are consistent with the responsibility level of this position may be assigned.

Equal Opportunity Employment Statement

RMHC is committed to equal employment opportunity both in principal and in fact. All employment decisions including, without limitation, decisions regarding recruitment, selection, hiring, compensation, benefits, training, advancement, discipline, termination, layoff, return from layoff, and other terms, conditions and privileges of employment, are based on individual qualifications, without regard to race, color, religion, national origin, sex, age, disability, sexual orientation, marital status or any other status not listed here protected by law.