Position: Donor Database Manager

Reports to: Capital Campaign Director
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. Development experience in non-profit setting preferred.
Schedule and Status: Full-time, Exempt
Salary: Competitive and Negotiable

Overview: The Donor Database Manager is a full-time, salaried position and reports to the Capital Campaign Director. The primary responsibility of the Donor Database Manager is to ensure accurate and timely processing of information regarding donors and volunteers into the database. The Donor Database Manager processes and codes all gifts to include annual giving, special events, direct mail, and e-appeals. Additionally, the Donor Database Manager is responsible for supporting the Development team's efforts with gift and donor analysis, reporting, lists and queries and assisting the Capital Campaign Director with Raiser's Edge database administration and stewardship of donors. The Donor Database Manager is accountable to the CEO for the stewardship of the mission statement.

Essential Functions:

1. Manage RMHC donor database and ensure accurate record keeping including complete donor records, both electronic and paper as needed.
2. Produce letters and coordinate thank you correspondence among staff, board and volunteers to ensure all donors are promptly and appropriately thanked – ideally within a 48-hour window.
3. Produce monthly budget to actual, standard reports and updated mailing lists that are used internally, with the board of directors, and donors.
4. Work with development and communications staff to develop electronic and mailing lists for organization communication including for all fundraising campaigns.
5. Participate in bi-weekly moves management meetings and work with Capital Campaign Director and CAO to identify prospective capital campaign and other major donors.
6. Work closely with Director of Development and Communications to maintain, steward, prospect and build new relationships with recurring donors.
7. Ensure information is captured in Raiser's Edge from other organizational technology including but not limited to Volunteer Mark, Volgistics, WealthEngine, as well as third-party donation sites (Paypal, Facebook, YourCause, etc).
8. Ensure proper handling of offline cash and in-kind donations, coding for all donations based on finance policy.
9. In partnership with the Capital Campaign Director, ensure 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.
10. Provide assistance with user issues; i.e. resetting passwords, lockouts, etc.
11. Provide ongoing database training for RMHC CTX staff as needed.
12. Take the lead on event registration in Raiser's Edge and with online event software with regard to importing/exporting and functionality.
13. Complete all donor information requests, matching gift requests, acknowledgement and recognition for all donations including in-kind and third party.
14. In conjunction with the Capital Campaign Director, provide reporting and revenue reconciliation information for the Chief Financial Officer.

15. Attend all events as staff support serving as lead for registration and assisting with tasks as needed.
16. Provide reports for annual audit and year-end review.
17. Work with volunteer managers to ensure volunteer information is accurately entered into RE for meal providers, event volunteers, deep cleaning crews, etc.
18. Work with key volunteers to assist in database functions, mailings and other appropriate projects.

Requirements:
1. Passion for the mission of Ronald McDonald House Charities of Central Texas.
2. Excellent written and verbal communication skills. Ability to communicate effectively and appropriately with staff, donors, volunteers, etc.
3. At least three years of prior fundraising database management required. Work with Blackbaud's Raiser's Edge product required; intermediate knowledge of queries, reports, imports/exports and lists preferred. NXT experience a plus.
4. Excellent problem-solving skills and sound judgment.
5. Proactive approach to deadlines and time-sensitive projects. Ability to prioritize and know when to seek assistance.
6. Experience in a professional office environment and strong customer service skills.
7. Ability to function as a collaborative 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. Advanced knowledge of Microsoft Office required.
11. Some travel required. Some night and weekend work required.
12. Experience in working with volunteers is preferred.
13. Be dependable, flexible, and highly sensitive to and supportive of the mission of Ronald McDonald House Charities of Central Texas.

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.

Physical Requirements:

The physical demands described here are representative of those that must be met by an 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.

- Prolonged periods sitting at a desk and working on a computer.
- Must be able to lift up to 15 pounds at times.