

TITLE: Database Coordinator

PROGRAM: DEVELOPMENT

PRIMARY FUNCTION/PURPOSE

The Database Coordinator's primary function is to maintain accuracy in the Raiser's Edge database for the Development department. Additionally, the Database Coordinator will be responsible for gift acknowledgements of all monetary and in-kind donations.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Thoroughly familiar with the clients, programs and services of The Children's Shelter and its affiliates
- Enter all information in Raiser's Edge.
- Maintain accurate and complete donor records in database.
- Maintain Raiser's Edge and copy of contributors' checks and supporting documentation.
- Maintain security and quality controls.
- Generate queries, reports, exports, and any other collection data as needed. Manage any related vendors.
- Conduct prospect research of donors as directed by VP of Development.
- Prepare, mail and record acknowledgements to donors in a timely fashion.
- Work with Special Events Coordinator and other team members to produce mailing lists for and assist in the production of bulk mailings, invitations, and appeals.
- Schedule United Way tours and speeches for Development department and other volunteers and staff as appropriate.
- Produce correspondence and reports for Development department.
- Maintain Development department files and storage room.
- Attend special events and volunteer activities as part of the team and as needed.
- Responsible for being cross-trained in and providing backup for:
 - Volunteer Coordinator
 - Gift Relations & Special Events Coordinator
- Assist in cultivating relationships with area business, corporations, organizations and other donors.
- Create monthly donor reports for accounting and reconcile Raiser's Edge accounts with Great Plains database with accounting department.
- Update Development Department Roster and Inclement Weather file as needed.
- All other duties as needed by the agency.
- Responsible for own personal safety, your co-workers, and others.

GENERAL EXPECTATIONS

- Adhere to and continue to revise Development Department Operations Manual as needed to relevant best practices
- Donor acknowledgements will be sent out within 48-72 hours of receipt of monetary donation.
- Database will be kept current on a continual basis.
- All telephone calls will be returned within 24 hours.
- In-kind acknowledgements will be sent out weekly.
- Prospect and donor reports to be run within 24 hours of request.
- Friendly and satisfactory customer service.
- Motivated with the ability to make effective presentations to an audience.
- Administratively organized and proficient.
- Effective troubleshooter within a fast paced environment.
- Ability to work unsupervised.

REQUIREMENTS

- 3 years of Raiser's Edge experience.
- 1-2 years prospect research experience.
- Bachelor's degree
- Literacy in Windows and Microsoft Office programs (Word, Excel, Access, Outlook and Power Point).
- Ability to work as a team member.
- Good public presence and telephone manner with a positive attitude toward all people.
- Ability to communicate verbally and in writing with appropriate vocabulary, grammar and language.
- Must have good time management skills.
- Familiarity with filing systems.
- Ability to work unsupervised.
- Must have access to personal transportation, valid driver's license and automobile liability insurance.

DESCRIPTION OF WORK ENVIRONMENT

The working environment is indoors. Special events and workload may dictate work hours in excess of 40 hours per week, including nights and weekends, in indoor and outdoor environments.

DESCRIPTION OF ORGANIZATIONAL RELATIONSHIP/REPORTING RELATIONSHIPS

Supervisor: Vice President of Development

Employee: Print Name Signature Date

Supervisor: Print Name Signature Date