



**FOOD for Lane County
Database and Systems Manager
Job Description**

POSITION TITLE: Database and Systems Manager

REPORTS TO: Development Director

SUPERVISES: Donor Database Specialist (1.0 FTE)

CLASS: Exempt, full-time

SCHEDULE: Monday – Friday (must be available on evenings and weekends, occasionally)

COMPENSATION: \$50,000 - \$55,000/year, depending on qualifications. Health insurance benefits offered after 60 days of employment; other benefits offered after 90-day mutual trial service period is satisfactorily completed.

SUMMARY of POSITION: This position has bottom-line responsibility for managing FOOD for Lane County's donor database, Donor Perfect (DP) and other programs that integrate with DP. This position also manages FFLC's **sustaining (monthly) gift program**, working diligently to grow the program in a manner that is mutually rewarding for donors and the organization. The Database and Systems Manager also leads **prospect research and management activities**, including the identification of new prospects, preparing detailed prospect reports, and maintaining capacity information on existing and prospective donors. This position supervises the Donor Database Specialist. This position assists the Development Director with execution of the annual Development Operating plan, and works in collaboration with the members of the Development Team to support the overall fundraising activities of FOOD for Lane County.

PRIMARY TASKS & RESPONSIBILITIES:

Database Management (55%):

- Manages all aspects of the donor database including, but not limited to overseeing accuracy of donations and pledges and donor contact information; generates reports for the Finance Department and Development Director to support accounting and fundraising goals; maintains and enforces quality standards and controls (database policies and procedures); ensures security of donor information; advises other program users and helps troubleshoot problems.
- Produces monthly donation and exception reports for the Finance Department, including reports that include the source and amount of all receipts as well as the total daily deposit amounts.
- Produces development revenue reports as requested and analyzes data to help Development Director assess efficacy of fundraising efforts and inform future plans.
- Supports fundraising efforts by creating customized donor lists for solicitation. Extracts, codes, segments and cleans data for a variety of mailings.
- Conducts regular audits of the database to continually improve overall integrity, accuracy and reliability of the donor database, including regular data improvement efforts and management of code values
- Prepares for database improvement/expansion by assessing the organization's growing needs and assesses software program capabilities; coordinates improvement and expansion efforts.

- Continually stays up to date with developments and trends in database management and other CRM programs by participating in educational opportunities, reading professional publications, and engaging with professional organizations.

Other software systems (20%):

- Maintains current knowledge of other pertinent software programs FFLC uses to engage donors, prospects, and volunteers. Pays special attention to managing the interaction these programs have with Donor Perfect. Currently, this includes the following programs, but may grow over time: Constant Contact, Community Connect by Galaxy Digital, Classy (crowdfunding), Handbid (Auction software), Stripe and Authorize.net.
- Efficiently and accurately manages frequent migration of data between software programs, ensuring all information is free of duplicate data.
- Routinely researches opportunities to achieve greater efficiency with data integration and migration.
- Develops procedures for integrating data from other software programs and ensures compliance with quality standards by training staff and volunteers. Conducts routine audits for quality control purposes.

Sustaining (Monthly) Giving Program (15%):

- Works closely with Development Director to set goals and work plan for enhancing FFLC's sustaining (monthly) giving program.
- Oversees acquisition and retention efforts
- Provides reports on program outcomes

Donor Stewardship Support (5%)

- Manages stewardship activities including donor thank you letters and assists with other recognition efforts in coordination with the Development Director.
- Responsible for personally acknowledging donations up to \$499.99.
- Reports on efforts and efficacy of existing stewardship activities and explores enhancements that support FFLC goals as based on best-practices

Prospect Research and Analytics (5%):

- Supports goals of FFLC's major gift program goals by identifying prospects, conducting thorough research of prospect capacity, philanthropic motivations, and inclination to support FFLC.
- Produces in-depth, well-written reports on prospects based on a combination of data from the donor database, available financial records, real estate ownership, and other markers of high-capacity donors
- Stores research findings and prospect reports in Donor Perfect and makes reports available to the Development Director and Executive Director.
- Implements new research techniques as they arise, striving to design the ultimate prospect research methodology

OTHER TASKS & RESPONSIBILITIES:

- Assists with donor relations and activities with the Development Director and Executive Director
- Prepares and delivers presentations and agency tours for existing and potential donors
- Meets weekly with the Development Team, provides development revenue report as requested. Attends all FFLC staff meetings and occasional special committee meetings.
- Works with Director of Finance to ensure financial reports are accurate between departments
- Collaborates with Development Team on annual strategic plan
- Participates and assists with fundraising events as requested
- Represents FFLC to the public with knowledge and respect
- Performs other duties and tasks as requested by supervisor
- Must be available for occasional and seasonal work on evenings and weekends.

SKILLS & QUALIFICATIONS:

- Development experience in a nonprofit environment
- Proficiency with donor database systems and other CRM software programs
- Prior experience with data entry, data maintenance, compliance, and reporting
- Excellent written and oral communication skills, including Microsoft Office (especially Excel)
- Ability to present and analyze financial and fundraising information especially with regard to fundraising techniques and forecasting
- Strong analytical and problem solving skills, including attention to detail, thoroughness and focus on quality
- Ability to manage multiple projects simultaneously with high degree of accuracy and attention to detail
- Work independently and collaboratively to accomplish responsibilities, goals and projects
- Organize work to meet deadlines
- Provide excellent customer service to both internal and external stakeholders
- Experience communicating effectively with donors, foundations and businesses
- Strong ability to investigate, analyze, and synthesize large quantities of data into a user-friendly format for the use of the development team
- Be discreet with valuable and personal donor details that are often confidential
- Familiarity with Zoom and/or Microsoft Teams
- All offers for employment are contingent on a satisfactory background check

FFLC is an Equal Opportunity Employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, age, national origin, marital status, veteran, or disability status.