Job Description
Database Manager

The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

JOB SUMMARY: The Database Manager coordinates the development, utilization and maintenance of data in accordance with the needs and objectives of the Melanoma Research Foundation (MRF). The Manager is responsible for training development and programmatic colleagues with key functions of the database in order to optimize its efficiency and accuracy. The Manager also manages vendor relationships relative to daily database work and coordinates with the Foundation’s financial team to ensure accuracy and timeliness of reporting.

DUTIES AND RESPONSIBILITIES: Indicates the action or outcomes required to fulfill each major responsibility of the position.

Data Input:
- Maintain data processing systems to: receive, code and correct donor data; eliminate and minimize duplication of records; import and export data, and archive and retrieve records
- Manage data entry personnel or vendors
- Actively engage in Blackbaud trainings and webinars to increase the Foundation’s efficiency in the software
- Troubleshoot data-related problems
- Work collaboratively with staff and external consultants to run mailing lists for fundraising, special events, marketing and newsletters in a timely and efficient manner

Donor Relations:
- Process annual pledge reminders and acknowledgements
- Handle incoming donor calls regarding making a gift to the Foundation or questions about an existing gift or tax receipt

Training/Best Practices:
- Provide ongoing training on database best practices
- Develop and communicate data policies and procedures
- Work collaboratively with staff and outsourced accounting to produce accurate and timely revenue reports, projections, and analyses.
- Understand non-profit structure and strategy and how it corresponds with database structure and reporting
Analytics:
  - Create dashboards and reports to synthesize donor data to help inform fundraising operations

**KNOWLEDGE, SKILLS, AND ABILITIES:** Reflects the specific competencies required for job performance.

  - Highly developed understanding of database systems and proficient with data entry
  - Database strengths are essential, with strong preference toward fundraising database experience
  - Proficient in database report writing, queries and exports
  - Expert level proficiency with Microsoft Office
  - Ability to work effectively with diverse constituents including vendors, donors, staff, board members, consultants
  - Customer service oriented
  - Technical knowledge and experience in Blackbaud products
  - Flexibility to work extra hours to ensure the work is processed in a timely, efficient manner

**EDUCATION:**

  - Bachelors degree preferred with a minimum of 3 years of experience with Raiser’s Edge in a non-profit environment.
  - Equivalent combination of education and work-related experience may be considered.
  - At least 2 years supervisory experience, preferred.

**ADA PHYSICAL DEMANDS:** The physical demands represent those that must be met by an employee to successfully perform the essential duties and responsibilities of the position. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

  - The position requires being seated for several hours a day. The employee must frequently speak and hear as well as utilize the telephone, computer keyboard and monitor, pen and paper.
  - The employee is required to walk and/or travel by car, train or plane.