



JOB DESCRIPTION

The Painted Turtle seeks to reach beyond illness, to inspire children with chronic and life-threatening illnesses to become their greater selves.

Title: Database Coordinator

Department: Development

Reports to: Director of Development and Annual Giving Manager

Status: Full-Time, Year Round

Location: Santa Monica Office, occasional trips to Camp located in Lake Hughes, CA

Date updated: 5/16/18

We are searching for a highly motivated and experienced individual for our Database Coordinator. In this challenging role, this position will use strong attention to detail for gift processing, administering and managing the software and systems used by the Development and Communications Department, specifically the Raiser's Edge database, various online giving software tools, and wealth screening software. This position works closely with all departments in terms of data collection and data generation, overseeing and producing all fundraising reports and all mail and email lists as well as elements of our stewardship plan. Data analysis and reporting, the ability to meet deadlines, communication skills, flexibility, multi-tasking and project management, as well as attention to detail, are essential criteria for success. The ideal candidate will have a Bachelor's degree and at least three years of experience in database management. Blackbaud Raiser's Edge or similar database experience required.

Summary: Reporting to the Director of Development and Annual Giving Manager, this position is responsible for processing all donations and acknowledgements, producing financial reports, maintaining the donor database, and supporting the Development and Communications Department with all database projects, reports and cumulative statistics as well as stewardship efforts.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Donor Database

- Maintain constituent records in Raiser's Edge donor database
- Process all gifts received and enter into database
- Prepare, coordinate, and send out stewardship and follow-up steps within the gift process like honor/memorial and birthday cards.
- Write and prepare gift acknowledgement letters and gift receipts within 10 business days
- Prepare daily batch receipts for deposit and reconcile fundraising and finance records monthly with finance department.
- Prepare weekly and monthly fundraising reports and other reports from the database as needed
- Oversee and manage Raiser's Edge donor database, including creation of all new coding and tracking systems, security rights, and training new staff members
- Support the Development and Communications Department by running reports and queries.
- Generate all mail and email lists and segment lists thoughtfully and strategically

- Assist with fundraising analysis and annual statistics; develop key metrics and reports to measure trends and performance to inform future fundraising activities
- Oversee data collection for Development/Communications volunteer tracking through time sheets, time sheet reports and our annual and cumulative stats tracking spreadsheets Manage NetCommunity online giving and email communications software
- Assist with managing ResearchPoint wealth-screening software and conduct donor research
- Research and administer new and/or complementary software and systems
- Assist with event and auction software tools (CauseVox, Classy, Givesmart)
- Lead the department in the understanding and use of technology to enhance and improve fundraising. Provide technical expertise to team members.

Fundraising

- Work with the Annual Giving Manager and other staff accordingly to prepare materials for solicitations and general communications with donors and help execute mailings
- Assist with special events by preparing invoices, assisting with mailings, and event set-up
- Help track pledges and prepare invoices/reminders for payments due
- Manage online wish list of gift in kind items, prepare and update wish list flyers, draft social media and other wish list marketing plans
- Steward a portfolio of individual donors

Administrative

- Provide administrative support for the development team
- Manage development membership and periodical subscriptions

COMPETENCY:

To perform the job successfully, an individual should demonstrate the following competencies:

- **Attention to Detail** – Pays attention to details; Understands and follows organization protocols; Is thorough and complete in performing responsibilities.
- **Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Follows up with co-workers as needed; Develops realistic action plans.
- **Adaptability** - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- **Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION/EXPERIENCE:

- Bachelor's degree (B. A.) from four-year college or university
- At least three years' experience with Raiser's Edge or similar donor database with proven accuracy and efficiency
- This position requires tremendous attention to detail, organization, and process management

LANGUAGE ABILITY:

Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community.

MATH ABILITY:

Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

REASONING ABILITY:

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

COMPUTER SKILLS:

To perform this job successfully, an individual should have extensive knowledge of Microsoft Word, Excel, Outlook, and Powerpoint software in addition to donor database skills.

CERTIFICATES AND LICENSES:

None

SUPERVISORY RESPONSIBILITIES:

There are no supervisory responsibilities

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee must occasionally lift and/or move up to 25 pounds. While performing the duties of this job, the employee is frequently required to walk. The employee is occasionally required to stand; sit; use hands to finger, handle, or feel and talk or hear.

Salary commensurate with experience

OUR CORE VALUES: Community, Trust, Courage, Heart, Vision, Compassion, Joy

The Painted Turtle **community** evokes positive and impactful change through a **trust** that holds us accountable to the graceful understanding represented by our **compassion**. The **courage** to stand up for our **vision** is at the **heart** of our intentional leadership; and so we are **joyful** in each and every present moment.

To apply: Please submit a resume and cover letter to Pamela Kuhr at PamelaK@thepaintedturtle.org.

Please visit The Painted Turtle's website at www.thepaintedturtle.org.