

POSITION DESCRIPTION

POSITION TITLE: Database Coordinator

CREATED: August 2017

SUPERVISOR'S TITLE: Director of Development & Philanthropy

POSITION PURPOSE

The **Database Administrator** will serve as a member of the Development Team and be responsible for maximizing the effectiveness of the donor/membership database through data management, analysis, and reporting. This person will be the database "power user" and in-house expert with a special emphasis on extracting data, and maintaining constituent records. He / She will be responsible for updating constituent records on an ongoing basis to ensure accurate information. Learn best practices for using the system and periodically update team members on new procedures to efficiently and accurately accomplish tasks in the database to support Virginia Zoological Society's fundraising goals.

POSITION ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

ESSENTIAL FUNCTIONS

- » Create data queries, reports, exports, and merges which may be accessed by members of the Development & Membership staff
- » Maintain database policies and procedures
- » Provide training for database users on the use of the software, including data entry policies and processes, queries, Dashboards, reports and procedures
- » Responsible for data gift entry, providing timely donor acknowledgments
- » Process all matching gift forms, gifts of securities and gifts-in-kind, and ensure that all supporting documentation is accurate and kept on file.
- » Monitor and maintain data integrity, including personal data and gift-related data.
- » Participate in prospect reviews, tracking, and related data analysis
- » Manage all online contributions and ensure transition into the donor database
- » Responsible for the identification, removal, resolution and integration of conflicting or duplicate records
- » Implement the gift acknowledgement process in a timely basis with the highest level of accuracy (Includes preparation of letters, securing proper signatures, photocopying, and filing)
- » Coordination of donor mailings including mass mailing, targeted mailings, pledge reminders and updates.
- » Coordinates major gifts activities, including donor recognition and stewardship programs.
- » Coordinate and provide support for sponsorship and community partnership programs.
- » Coordinate and provide support for all giving programs and general donations, including Leadership Society, tribute/memorial gifts, & special tours
- » Support Marketing and Communications efforts by providing and maintaining the mass email) and postal distribution lists.
- » Maintain relationships with hardware, software and data subscriptions vendors, staying current on technology trends; plan and implement technological upgrades and enhancements

- » Work directly with the Finance to reconcile fundraising data to ensure all reporting is accurate and consistent.
- » Maintains VZS board meeting schedule and calendar.
- » Communicates schedule and various updates to the VZS board.
- » Takes all notes during VZS board meetings.

EDUCATION, KNOWLEDGE, SKILLS, AND ABILITIES

To perform this job successfully, an individual must have the following education and/or experience.

Qualifications

- » Three or more years of database management and systems experience, preferably in a non-profit or higher education setting
- » Technical understanding of constituent relationship management software systems
- » Proficiency in Microsoft Office suite
- » Knowledge of data privacy and protection standards (PCI DSS/ CASE Standards)
- » Detail oriented with ability to work independently with multiple priorities and deadlines
- » Willingness to learn new products and skills in a rapidly changing environment
- » Proven ability to effectively manage multiple projects with a high degree of accuracy in an environment subject to frequent interruptions
- » Experience with statistics and financial concepts related to advancement activities
- » Bachelor's degree in business or related field.

SALARY, SCHEDULE & BENEFITS:

Salary: \$30,000 - \$ 35,000

Schedule Monday through Friday and may include evenings and weekends as needed.

Qualify for Paid Holidays and Health, Dental and Life insurance following 60-day probation.