



Position Announcement

Database and Donor Services Manager

Application Dates:

February 22, 2022 (open) Until Filled.

Resumes will be reviewed on rolling basis until position is filled.

About Us:

Since 1981, the Foodbank of Southeastern Virginia and the Eastern Shore, a member of Feeding America™ and the Federation of Virginia Food Banks, has been providing food for hungry people throughout Southeastern Virginia and on the Eastern Shore. In support of our mission, which is “leading the effort to eliminate hunger in our community” - the Foodbank has distributed over 300 million meals throughout our 4,745 square mile service area, which includes the cities of Norfolk, Portsmouth, Chesapeake, Suffolk, Franklin and Virginia Beach as well as the counties of Southampton, Northampton, Sussex, Isle of Wight and Accomack. For up-to-date information on the Foodbank, visit www.foodbankonline.org, Facebook, or Twitter.

Job Description

The Database and Donor Services Manager will provide principal oversight and management of the Blackbaud Constituent Relationship Management (CRM) database system. This position will take a strategic view on donor and fundraising reporting, CRM systems, data process, and standard operating procedures for the Resource Development Department. This role is responsible for database management and administration, donor records, data entry, data quality and integrity, data analysis, training and other donor relations functions that guide the philanthropy team in maximizing fundraising effectiveness. The role is also responsible for reporting and analysis especially in the areas of revenue streams, donor behavior, prospecting, retention and stewardship as well as comprehensive management of reconciliation with Finance and regular reports shared with Feeding America.

Work Hours/Shift: Monday-Friday; work hours vary depending on tasks, meetings, projects, events, etc.; some weekend and evening work required for meetings, special events, and out of town conferences.

Essential Education: Minimum: Bachelor’s degree in relevant field of study or equivalent combination of education and experience. Masters or Certificate in Non-profit management preferred.

Duties and Responsibilities: Working with the resource development team, the Database and Donor Services Manager’s responsibilities will include:

Donor Database Management

- Accountable for the accuracy and integrity of donor data files in the Foodbank’s Raiser’s Edge NXT database; performs data entry and/or oversees the data entry process; recommends, documents, and implements policies and procedures for data entry and acknowledgement processes with a focus on customer service to strengthen donor relations.

- Oversee and manage all philanthropy database functions and procedures related to donor records, data definitions and protocols, data security measures, constituent contact data pulls and address lists, and other philanthropy functions.
- Maintains the Raiser's Edge policies and procedures manual related to improve the flow of information, as well as processes for data entry and reporting.
- Maintain absolute confidentiality regarding all constituent records, transactions, data, research and communications, respecting the anonymity of each constituent's identity.
- Resource development team data processor:
 - Process incoming donations through various mediums (with priority toward online donations and credit cards).
 - Address donor database issues (i.e. change of address, remove from mailing list, status updates, duplicate addresses).
 - Submit databases in a timely manner to meet appeal mail deadlines.
 - Ensure accuracy of active campaign, appeal codes and key-code lists.

Data Analytics and Donor Relations Reports

- Create queries and reports to support department's expanded constituent segmentation (i.e., major donors, direct response, monthly giving, etc.).
- Manage the creation and enhancement of reports and data analysis, proactively and in response to the requests of various internal constituents, including Finance, with focus on fiscal year goals and project tracking.
- Responsible for all Feeding America reports, including quarterly, suppression lists and the NAR.

Project Management

- Ensure accuracy of active campaign, appeal codes and key-code lists.
- Prepares mail and email lists for all direct marketing and direct fundraising initiatives, including newsletters, annual report, direct mail fundraising, Annual Fund, Major Gifts, Volunteers, and others as needed.
- Oversee, offer, and ensure proper training for all full-time and part-time staff, seasonal temporary employees, student interns, volunteers, and/or consultants performing any kind of CRM-related data entry and data management activities.
- Complete other tasks as assigned or requested by the direct supervisor, department head or Senior Management.

Supervisory Responsibility

- Responsible for the direct supervision of one part-time Database and Donor Services Coordinator.

Work Experience:

- Minimum: At least 3 years of database administrator experience in a nonprofit setting.
- A minimum of 2 years of supervisory experience
- Note: Experience refers to paid and unpaid experience including volunteer work (e.g., professional, philanthropic, religions, spiritual, community, student, social).

Required Skills, Abilities & Certifications/Licenses:

- Strong problem-solving skills.
- Excellent organizational skills.
- Accurate data entry skills.
- Proficient in Microsoft applications.

- Ability to manage multiple projects with attention to detail, ability to handle interruptions, maintain focus on tasks and produce accurate work.
- Commit to and understand the FSEVA's mission. This includes active participation in sharing the mission, vision and values of the organization, internally and externally, creating a culture of active philanthropy for and through all staff.
- Ability to communicate effectively.
- Positive attitude and passion for helping others.
- Ability to establish and maintain effective working relationships with diverse stakeholders.
- Ability to work independently and as part of a team.
- Problem-solving, research, analytical, organizational, and verbal/written communication skills.
- Highly proficient in MS Office (Word, Excel, PowerPoint).
- Detail-oriented with ability to manage multiple tasks on tight timelines.

Preferred Skills, Abilities & Certifications/Licenses:

- Knowledge of and experience using Raiser's Edge NXT.

Physical Demands: While performing duties of this job, the employee may be required to do the following when working in the office or warehouse environment:

- The employee must, at times, lift and/or move up to 20 pounds when handling donations, documents and files in a mixed office and warehouse.
- Specific vision abilities required by this job include close vision while working with documents, computer screens, and filing.
- Distance vision (clear vision at 20 feet or more); peripheral vision, depth perception and ability to adjust focus when operating equipment.
- Use hands and fingers to handle or feel and reach with hands and arms.
- The employee frequently is required to stand and or walk for extended periods of time.
- The employee must be able to climb or balance.
- The employee is occasionally required to stoop, kneel, crouch, or crawl.

Travel Requirements: Local and regional travel required. Infrequent overnight travel required for training and conferences.

Job Type: Full-time.

Pay: Starting at \$55,00.00; salary may be higher based on education and experience beyond minimum requirements, industry certifications and licenses.

Benefits: Health, Paid Time Off, 12 Paid Holidays, 401K, Employee Development, Scholarship Program.

To Apply: Submit an online application at <https://foodbankonline.org/about-us/careers/>.

The Foodbank of Southeastern Virginia and the Eastern Shore is committed to the full inclusion of all qualified individuals. If a reasonable accommodation is needed to complete the application process please contact the employer directly at orfrecruiting@foodbankonline.org.

The Foodbank of Southeastern Virginia and the Eastern Shore is an Equal Opportunity Employer. The Foodbank encourages applications from qualified persons of every race, ethnicity, national origin, religion, sex, age, veteran status, sexual orientation, and disability.