



Position Title: Development Database Coordinator
Department: Development
Reports To: Director of Development
Location: Remote
FLSA Status: Exempt, Full Time (40 Hours per Week)
Date Last Revised: June 29, 2022

MISSION STATEMENT

To enhance the quality of life and empower those affected by Prader-Willi syndrome
For more information about PWS and PWSA | USA, please visit www.pwsausa.org

POSITION SUMMARY

This critical support role provides administrative, research, data, and strategic support for all constituent management functions that sustain our services to enhance the quality of life of those affected by Prader-Willi syndrome (PWS). Together with other PWSA | USA staff and board members, we work to develop the financial and human resources needed to support individuals living with PWS and their families. The Database Specialist works alongside the Director of Development and in partnership with the CEO to maintain, strengthen, and strategically utilize data to optimize impact and deepen donor and volunteer fundraiser relations.

APPLICATION INFORMATION

Position is available immediately. Please email a cover letter and resume to Director of Development, Melanie McDonald at mmcdonald@pwsausa.org as soon as possible for consideration. Candidates will be reviewed on a rolling basis until this position is filled.

RESPONSIBILITIES & DUTIES

- Overall management of our Blackbaud Raiser's Edge NXT/OLX database with an emphasis on donor information, gift history, donor acknowledgement, form creation/management and more
- Accurately enter gift details in Raiser's Edge including creation of new constituents, updating existing constituents, deduplication, daily batch coding, letter type selection, support with gift batches (as well as daily contribution and gift validation reports), daily batch coding, and letter revisions. *Includes mailed checks, OLX/NXT forms, Facebook, and ReLo from Luminate Online*
- Leadership in administering our highly customized Luminate Online/Teamraiser Peer-to-Peer platform (hopeunited.pwsausa.org) including creating custom pages, fulfilling form requests, and occasionally providing technical support to fundraising volunteers

- Creation of dashboards, queries, and reports to keep key staff informed and updated about progress towards goals
- Works closely with staff, fundraisers, family support, and finance team to ensure that gifts are properly coded for batch uploads and that appropriate funds, codes, appeals, and packages are in place; when necessary, works to clarify donor intention and any other questions related to gifts
- Plays an integral role in gift processing by filling in data on our daily transaction batch to ensure that funds are allocated honoring donor intent, and to ensure that donors are thanked appropriately and in a timely fashion utilizing Raiser's Edge mail function (with conditional merge solutions)
- Preparation of segmented solicitation lists for various campaigns, collaboration with Director of Development, Marketing staff, and printer to coordinate timing of solicitations and updated lists as appropriate
- Provides input on campaign tactics as appropriate to ensure that data is leveraged for optimal outcomes
- Maintains proper documentation on all database procedures including gift processing manual ensuring that one or more back-ups is trained to cover absences
- Works with Director of Development to create a donor cultivation pipeline for newly identified constituents, a path to increased support for established donors, and support in refining major donor cultivation process
- Perform Acknowledgement letter/tribute merges for more than 20 different gift types and producing letters twice weekly
- Fulfill requests from the CEO and management team for data collection (lists, reports, queries)
- Responsible for long-term data hygiene plan and weekly/monthly/quarterly scrubbing, etc.
- Work closely with the management team to reduce record volume through merging and combining into "Family Records"
- Attend weekly one-on-one meetings with Director of Development, biweekly full-staff meetings, and monthly meetings of the volunteer Development Work Group
- Recommend processes, policies, and draft procedures that enhance the gift administration function, create efficiencies, and leverage matching gift revenues
- Complete other duties and assume other responsibilities as requested

QUALIFICATIONS & SKILLS

- Bachelor's degree with a minimum 3-5 year of experience in a nonprofit administration/fundraising
- Tremendous attention to detail
- Excellent written and verbal communication skills
- Highly organized
- Ability to meet deadlines and exceptional communication about work status

- Ability to effectively manage multiple priorities and projects simultaneously with a high degree of accuracy
- Strong project management skills; organized, detail-oriented, accurate, and efficient
- Respect for a hands-on management and organizational work culture with the belief that clear documentation is critical to long-term success and efficiency
- Professional verbal and written communication skills
- Ability to produce procedural manuals aimed at helping laypeople perform basic functions on all platforms
- Proficiency in MS Office Suite / Excel, Outlook, Zoom (meeting and phone), as well as SharePoint
- Proficiency in working with Blackbaud Raiser's Edge (ReNEXT) CRM platforms including NCOA, Moves Management, Opportunities, Wealth Engine/Screening, and correlations to Financial Edge (FE)
- Experience with: Luminate Online/Teamraiser, ReLo, and importacular/omatic modules
- Knowledge of/experience with MS Power Automate Workflow
- Solution-oriented, highly motivated self-starter who can work well collaboratively and independently
- Passion for philanthropic work in the health/rare disease sector
- The ability to work well with peers, volunteers, donors, board members, and other community stakeholders

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