



JOB DESCRIPTION

Job Title: Annual Fund and Database Manager
Reports To: Chief Philanthropy Officer
FLSA Status: Salaried/Exempt

Job Summary:

As a member of the Development Team this position is responsible for ensuring a successful annual fund and related campaigns and appeals. This position is responsible for data structure, supervision, data retrieval, report customization and analysis, policies and procedures, security, and data entry quality control, under the supervision of the Chief Philanthropy Officer. The Annual Fund and Database Manager directs and administers all aspects of annual fund giving

Essential Duties and Responsibilities:

Other duties may be assigned as necessary.

Direct and administer all aspects of annual fund giving to include face-to-face and phone solicitation, direct mail fundraising, online fundraising, donor database maintenance, donor acknowledgement and stewardship, and gift processing and financial reporting.

Create, implement, and evaluate strategies, in conjunction with the Chief Philanthropy Officer that lead the Development Office to sound donor cultivation, prospecting, segmenting, acknowledgement, recognition, and stewardship goals.

Create, implement, and evaluate the organization's annual fund campaign, including mailings, appeals, social media, reports, and other relevant correspondence.

Maintain attention to detail in data and gift entry in Raiser's Edge, and ensure that pledges, gifts, and biographic changes are processed accurately and on a timely basis.

Document all donor and data processes.

Manage or assist with activities related to annual fund, campaigns, appeals, and special events.

Maintain proficiency in the most current content and structural use of the Development Office's donor database system, Raiser's Edge NXT.

Execute the specifications for standard and custom donor reporting. Create and modify new and existing reports.

Constant management for the augmentation/clean-up of existing data sources and ensure constituent data is current.

Oversee and manage the gift acknowledgement process from generating lists to processing and mailing donor letters.

Provide courteous and prompt service to all internal and external partners. Prioritize and address requests and assignments in a professional manner to develop cooperative relationships and to ensure that donor confidentiality is assured.

Follow the Association of Fund Raising Professionals Code of Ethics and Donor By-Laws at all times.

Abide by, enforce and participate in the implementation and ongoing oversight of all LIFESPAN safety standards and regulations.

Supervisory Responsibilities:



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This position has no direct supervisory responsibilities.

Competencies:

To perform the job successfully, you must demonstrate the following competencies:

Use of Technology - Demonstrates required skills; Adapts to new technologies; Troubleshoots technological problems; Uses technology to increase productivity; Keeps technical skills up to date.

Communications – Clearly expresses ideas and thoughts verbally; Clearly expresses ideas and thoughts in written form; Exhibits good listening and comprehension; Edits work for spelling and grammar. Communicates effectively and appropriately. Speaks in a clear and credible manner, selecting the right tone for the situation and audience. Listens actively and is socially perceptive.

Relationship Building - Builds rapport up, down, and across the organization; Establishes collaborative relationships to achieve objectives; Develops network of professional contacts; Displays empathy and tolerates diverse viewpoints.

Customer Service - Manages difficult or emotional customer situations in a professional manner; Responds promptly to customer needs and requests for assistance; Incorporates customer feedback to improve service. Maintains a calm and professional demeanor to all internal and external partners.

Teamwork - Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Supports everyone's efforts to succeed.

Job Knowledge/Organizational Support - Follows policies and procedures; Completes tasks correctly and on time; Supports LIFESPAN's goals, values, and mission; Strives to continuously build knowledge and skills. Adjusts quickly and effectively to changing conditions and demands. Ability to focus and follow through.

Organizing Ability - Simultaneously handles several assignments; Prioritizes and plans work activities; Uses time efficiently; Sets and meets goals and objectives.

Quality - Maintains accuracy and thoroughness; Looks for ways to promote quality, while increasing productivity at the same time; Monitors own work to ensure quality.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential job duties satisfactorily with or without reasonable accommodations. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Education and/or Experience

Associate's degree from an accredited university required or demonstrated success in sales, fundraising or Customer/business development.

One to three years of annual fund experience in a professional office environment.

Computer Skills



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Must have advanced skills using the Microsoft Office Suite. Demonstrated knowledge/experience in donor database usage – knowledge of Raiser’s Edge or Salesforce is preferred.

Physical Requirements

While performing the duties of this job, the employee is occasionally required to walk, stand/sit; use hands and fingers, handle or feel objects or controls; reach with hands and arms; talk and hear. Specific vision abilities required by the job include close vision, distant vision, and ability to adjust focus and discern color. Must be able to exert up to forty pounds of force occasionally and/or frequently to lift, carry, push, pull or otherwise move objects. Will lift no more than forty pounds

Language Skills

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and policy and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Reasoning Skills

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

Other Skills and Abilities

Must have outstanding proofreading and editing skills.

I have read and understand my job responsibilities as outlined in this job description and will abide by and follow these duties.

Employee Name (Printed)

Employee Signature

Manager Name (Printed)

Manager Signature

Date