



JOB DESCRIPTION

**Job Title: Fundraising and Donor
Database Manager**

Department: Marketing & Development

**Reports to: VP Advancement, Marketing & External
Affairs**

Pay Grade:

FLSA: Exempt

Effective Date: June 2024

Job Purpose:

The primary purpose of this position is to expertly manage and optimize fundraising databases, gift processing, and event logistics, providing crucial support to the Vice President of Advancement, Marketing & External Relations and the Associate Directors in driving fundraising success and advancing the organization's mission

Essential Functions:

Database Management

- Manage the agency's donor database platform and fundraising software and oversee database integrity and accuracy.
- Manage all gift processing, including gift/donor data entry; write and merge timely acknowledgments to all donors.
- Maintain policies and procedures for data entry, audit, and analysis to ensure optimal database organization and data hygiene.
- Liaise with the finance/ accounting team on gift and revenue reconciliation (monthly, quarterly, annually).
- Ensure accurate financial and donor data reports, including restricted and general operating support gifts, gifts raised through events and appeals, pledge payments, planned gifts, and differentiating hard and soft credit.
- Provide the VP of Advancement and the Associate Development Director, with donor giving histories, donation analytics, and financial reporting as needed.
- Manage mailings and donor segmentation for fundraising campaigns and events.
- Write, coordinate and manage event communications and sponsor acknowledgments.

Event Support

- In collaboration with and under the direction of the VP of Advancement and the Associate Development Director, support new and existing annual fundraising (Gala, Walk, Race), volunteer, and other special events.
- Support the VP and Associate Director in managing event budgets, ensuring cost-effectiveness and financial sustainability. Monitor expenses and revenue to ensure financial goals are met and generate financial reports.
- Support the setup, execution, and breakdown of events. Troubleshoot and resolve any issues that arise during events. Promotes a high level of attendee satisfaction and engagement.
- Set up and manage event software, ensuring accurate connection/importing into agency main donor database.
- Help recruit, train, and supervise event staff and volunteers. Provide ongoing support and guidance to volunteers to ensure a positive experience.

- Participate in post-event evaluations to assess the success of events and identify areas for improvement. Prepare detailed reports on event outcomes, donor feedback, and financial performance. Incorporate lessons learned into future event planning and strategies.

Non-Essential Functions:

- Print and mail donor acknowledgement letters.
- Performs other duties as assigned by VP Advancement, Marketing & External Affairs and/or designee within scope of practice.
- Assist Development team members with new and ongoing projects and initiatives as necessary.
- Participate on various employee committees as able.

Compliance:

- Must maintain confidentiality and exercise discretion concerning all business-related matters, including but not limited to board/vendors/donors' names, investigations, finance, operations, and employee relations matters.
- Must be willing to complete specific company required trainings as mandated by our governing agency, Office for People with Developmental Disabilities (OPWDD), at time of hire and annually thereafter.
- Must adhere to all departmental /company policies & procedures at all times & ensure compliance with direct report.

Professional Deportment:

Consistently demonstrate EPI's Values:

1. Integrity
2. Courage
3. Adaptability
4. Respect

Adhere to all company/departmental policies & procedures and ensure departmental compliance

Education and Experience:

Min. Bachelor's degree, with a minimum of 3 years' experience in event management and data entry, data analysis and database

- Experience in working in the not-for-profit field preferred.

Supervision:

- May assist with supervision of approximately **10 to 40** volunteers for various events.
- No supervision of EPI employees.

Computer Skills:

- Strong working knowledge of Microsoft programs to include Email, Word, Excel, PowerPoint, Teams

Qualifications:

- Must possess and maintain a valid NYS Driver's License-a vehicle is required for business travel.
- Knowledge of and experience working with donor database and fundraising software platforms, such as Bloomerang, Greater Giving, Qgiv, and Run Sign Up.
- Excellent project management, administrative and computer skills.
- Above average competency in Microsoft Office.
- Excellent communication, verbal, and written skills, along with an aptitude for data analysis.
- Must possess a comfort level with multi-tasking and enjoy collaborating with others.



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- Proven success in managing and prioritizing a variety of concurrent assignments while maintaining strict attention to details and deadlines.
- Self-motivated and able to work collaboratively with a team or independently.
- Mature interpersonal/professional skills to effectively collaborate, resolve issues and maintain confidentiality.
- Strong numerical comprehension.
- Demonstrated ability to use poise, tact, and diplomacy, during difficult and/or stressful situations.
- Proven ability to work in a fast-paced environment, with demonstrated ability to manage multiple tasks, and customer requests, while meeting deadlines.

Physical Demands:

The physical demands described below are representative of those that are required to successfully perform the essential functions of this job. Individuals with disabilities, which impact their ability to perform the essential functions, will need to review reasonable accommodations with Human Resources.

- Must be able to talk, hear, stand, walk, and/or sit for extended periods of time; may have to twist, bend, use hand to finger, stretch with hands and arms.
- Specific vision abilities required by this job include close vision and ability to adjust focus
- May be exposed to strong odors from time to time.
- Must be able to lift and carry up to 50 lbs.

While performing the duties of this position, exposure to changing weather conditions will occur.

Disclaimer:

This job description does not restrict management’s right to assign or reassign duties and responsibilities to this job at any time or amend the job description to meet EPI’s business needs or those of persons supported.

I have read this job description, am aware of its contents, and have received a copy.

TYPE EMPLOYEE NAME HERE

Employee Signature

Date

cc: Personnel File; Supervisor