

Job Title: Donor Database Manager

Location: *Hybrid (80% remote) – Charlotte, NC

Type: Contract - 32 hrs. week

Duration: 8-12 months

Salary: \$35-\$40/hr.

Company: Nonprofit 501C3 Organization

Job Summary:

Contract role that will work closely with the Executive Philanthropy Officer to support and improve all aspects of the Raiser's Edge NXT donor database utilization, including data structure, revenue entry and reconciliation, donor stewardship, proposal tracking, wealth search analytics execution, reporting, database health upkeep, and any necessary integrations. The ideal candidate for this role understands the integral role this function plays in the organization's fundraising capacity. The Donor Database Manager works to ensure the highest data integrity while working cross-departmentally to ensure all data is complete, accurate, and able to inform fundraising and marketing strategies. This is a part-time, contract, position, with flexibility.

Key Responsibilities:

Gift Entry and Maintenance

- Complete daily gift processing from start to finish, including gift entry, donor acknowledgements, and linking documents to record(s) to track donor intent and activity (e.g., pledge forms).
- Assist in the planning and execution of fundraising and event campaigns by preparing segmented lists, tracking solicitation plans, executing mailing lists, and maintaining viable profiles with accurate donor information.
- Maintain up-to-date constituent records while ensuring that addresses, contacts, salutations, and lifetime giving is accurate.
- Perform monthly/quarterly Raiser's Edge NXT audit functions to ensure data integrity.
- Perform monthly reconciliation of gift records with Finance team to ensure gift accuracy.
- Track and reconcile multi-year pledges, planned gifts, and support prospect donor engagement moves management process.
- Conduct regular analysis of donor data to identify trends, patterns, and opportunities for engagement.
- Build and run queries, reports, and dashboards on donor activity, retention rates, and fundraising performance.

Donor Reporting and Analysis

- Generate queries, exports, and reports for donor and gift analysis, while creating financial summaries and statistics for further fundraising analysis.
- Assist the Executive Philanthropy Officer in maintaining up-to-date fundraising portfolios while keeping easily accessible queries available to track major gift fundraising efforts (e.g., solicitation and donor stewardship deadlines).
- Maintain monthly updates on fundraising goals and support data necessary to complete executive analysis and recurring Board Reports.

Departmental Support

- Work with various departments including Marketing and Communications to support the execution and improvement of platform integrations as they arise, including but not limited to Constant Contact, Facebook, Luminate Online, and Neon One Fundraise.

Experience and Qualifications:

- BA/BS degree preferred or equivalent business/ technology degree/ experience.
- Expert in Raiser's Edge NXT and Blackbaud Certified required.
- Prior experience working in a nonprofit or fundraising environment.
- Minimum of 3-5 years of donor database management experience within a nonprofit philanthropy department using Raiser's Edge NXT.
- High level of proficiency in Blackbaud Luminate Online, Neon One Fundraise, and other merchant services and 3rd party giving sites.
- Skilled in Microsoft 365 Office Suite (Teams, Outlook, PowerPoint, Word, Excel, SharePoint), Google Analytics, Constant Contact, Zoom, Webex, Salesforce, and Dropbox.
- Experience working with wealth screening research tools, and donor prospect proposal development.
- Excellent attention to detail and accuracy in data entry and record-keeping.
- Analytical mindset with the ability to interpret data and generate actionable insights.
- Strong interpersonal skills and the ability to build relationships with internal stakeholders, including internal staff and donors.
- Strong written and verbal communication skills, emotional maturity, professionalism, and ability to work effectively with others.
- Ability to abide by the highest standards of confidentiality and professionalism in handling sensitive donor information.

**Philanthropy is managed from the Charlotte location and would require in-person support/meetings on average 1-day per week. Veterans and diverse candidates are encouraged to apply.*