



Houston Area Women's Center Donor Database Coordinator

Department: Development

Job Status: Full Time

FLSA Status: Exempt

Reports To: Chief Development Officer

Amount of Travel Required: 25%

Positions Supervised:

1) none

POSITION SUMMARY

This position has primary responsibility as administrator of the donor database, ensuring data accuracy and integrity. This position is also primarily responsible for the timely and precise administration of all donor acknowledgments, queries, and reports, and must be able to interface with donors directly, as well. The primary strategic objectives will be to ensure that donor data is maintained and interpreted in a way that will empower more strategic and targeted fundraising and that donations are processed and donor acknowledgments are completed and mailed according to the industry standard timeline.

The ideal candidate will have proven success working with nonprofit donor databases, including data segmentation, queries and reports. The candidate will demonstrate a high attention to detail and excellent donor relationship skills. The candidate will be able to quickly understand and articulate the mission and essential needs of Houston Area Women's Center. Should also be able to solve problems creatively and build positive working relationships with donors, as needed, including volunteers. The Donor Database Coordinator will report to the Chief Development Officer (CDO) as a member of the Development Team.

DUTIES AND RESPONSIBILITIES

- Maintain the overall integrity of the donor database so it is a useful fundraising strategy tool for Development Team, Executive Leadership Team (ELT) and senior level volunteers. This includes regular data improvement and hygiene and management of database business processes:
 - Incoming gift & pledge management
 - Donor record management (*includes accurate and consistent segmentation*)
 - Event record management
 - *Note: Houston Area Women's Center donor database is the sole information repository in order to track all donor information. Abila FR50 allows for tickler alerts for deadlines and upcoming tasks / meetings and contact information into Outlook.*
- Ensure standards for donor stewardship and retention are met through:
 - Timely and accurate processing of gifts into database (*according to industry benchmark*)
 - Timely processing and mailing of donor acknowledgements (*industry benchmark applies*)
 - Timely and accurate processing of pledge reminders.
- Translate data into user-friendly reporting and analysis by executing reports, script queries and automated information-sharing processes:
 - Donors (*e.g.: trends, comparative, LYBUNT/SYBUNT, retention, benchmarks. etc.*)
 - Gifts (*e.g.: size, trends, comparative, benchmarks, etc.*)
 - Events & Campaigns (*e.g.: comparative, trends, highest donors, etc.*)
- Assist staff in use / execution of the database, queries and reports.
- Integrate data through consistently monitoring synchronizations and regular file import/exports, and record updates.

- Become the subject matter expert on the donor database and all associated functionalities.
- Develop and/or implement donor database policies and procedures according to industry standard benchmarks when applicable (*re: donor records, gift entry and acknowledgment; etc.*); train staff accordingly / as appropriate.
 - Stay informed about system upgrades, make recommendations on system changes.
 - Ensure business processes and database management adhere to HAWC policies on donor privacy, confidentiality and fundraising ethics.
- Partner with Finance to ensure monthly reconciliation between Development and Finance.
- Assist with tactical implementation and coordination of corporate matching gifts (*e.g.: Double the Donation software*).
- Provide technical support for events and campaigns, including helping participants build their own peer-to-peer fundraising pages.
- Partner with CDO in developing goals for data management as part of the annual planning process and provide recommendations on budget decisions related to this area as part of annual Development Plan.
- Field phone calls from donors, answering questions and/or referring them to appropriate staff as needed.
- Maintain a working knowledge of Houston Area Women's Center programs and services.
- Attend all required meetings (*e.g.: Organizational, Department, Committee, etc.*) and trainings.
- All Houston Area Women's Center fundraising event days are considered mandatory work days for the entire team. Event related duties may include, but are not limited to:
 - Any tasks assigned prior to event to support Chairs, Board or Executive Leadership Team;
 - Assisting with all events for set-up and/or tear-down. This will most often require weekend and after hours work.
- Assist with strategic plan initiatives, as needed.
- Inspire and maintain positive relationships and communications with Houston Area Women's Center staff, volunteers, donors and community-at-large to strengthen donor relationships and philanthropic giving to Houston Area Women's Center.
- Overall donor and/or stakeholder stewardship / retention as related to donor data and duties described.
- Other duties as assigned.

POSITION QUALIFICATIONS

SKILLS & ABILITIES

Education: Bachelor's degree or Associated degree in related field required or 3 years equivalent experience. Other training will be given appropriate consideration.

Experience: Must have 3 years of successful professional nonprofit database / CRM management and administration paired with first-rate donor relationship skills.

Abilities: Strong / proven donor database / CRM skills
 Proven strong interpersonal skills with the ability to work with diverse populations.
 Demonstrated high attention to detail.
 Demonstrated ability to work collaboratively.
 Demonstrated high level of customer (*e.g.: donor*) service.

Computer

Skills: Proficient in:

- Donor management software / CRM
- Peer-to-Peer fundraising software and Social Media platforms
- Microsoft Office Suite – emphasis on Excel and Word

COMPETENCIES

- **Detail Oriented:** Ability to pay attention to the minute details of a project or task.
- **Accuracy:** Ability to perform work accurately and thoroughly.
- **Organized:** Possessing the trait of being organized or following a systematic method of performing a task.
- **Accountability:** Ability to accept responsibility and account for his/her actions.
- **Adaptability:** Ability to adapt to change in the workplace.
- **Analytical Skills:** Ability to use thinking and reasoning to solve a problem.
- **Business Acumen:** Ability to grasp and understand business concepts and issues.
- **Communication Skills** (oral and written): ability to communicate effectively with others using the spoken word; ability to communicate in writing clearly and concisely
- **Ethical:** Ability to demonstrate conduct conforming to a set of values and accepted standards.
- **Goal Oriented:** Ability to focus on a goal and obtain a pre-determined result.
- **Honesty / Integrity:** Ability to be truthful and to be seen as credible in the workplace.
- **Initiative:** Ability to make decisions or take actions to solve a problem or reach a goal.
- **Relationship Building** - Ability to effectively build relationships with customers and co-workers
- **Reliability:** The trait of being dependable and trustworthy.
- **Time Management:** Ability to utilize the time available to organize and complete the work within given deadlines.

Other Requirements

- 1) Understanding and sensitivity towards the issues of sexual and domestic violence.
- 2) Texas driver's license with a good driving record; ability to travel to events at off-site locations utilizing personal transportation.
- 3) Ability and willingness to work evenings and week-ends as needed.
- 4) Will support the Mission, Values and Vision of Houston Area Women's Center.

PHYSICAL DEMANDS

- 1) Although most duties can be accomplished from a seated position with occasional walking and standing, the incumbent may need to squat or bend, reach outward or upward to effectively discharge job duties.
- 2) Job incumbent must be able to lift/carry and/or push/pull up to 40 lbs.
- 3) Job incumbent must be willing to travel to off-site locations of events and meetings

WORK ENVIRONMENT:

MISSION OF THE HOUSTON AREA WOMEN'S CENTER: The Houston Area Women's Center helps individuals affected by domestic and sexual violence in their efforts to move their lives forward. We provide shelter, counseling and advocacy to support them in building lives free from the effects of violence. We seek social change to end domestic and sexual violence through community awareness and education. Our services are confidential and available to everyone. The primary work location for the incumbent in this position is at the agency's education and administration building.

ESSENTIAL FUNCTIONS STATEMENT:

The Houston Area Women's Center has reviewed this job description to ensure that essential functions are included with the duties and responsibilities. To perform this job successfully, an individual must be able to perform the essential duties satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

REVIEW AND APPROVAL:

This job description is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the agency reserves the right to change this job description and/or assign tasks for the employee to perform, as the agency may deem appropriate.

Prepared by: Tracy Burnett and Pam Huewitt **Date:** August 21, 2017

Employee Signature: _____ **Date:** _____