



Gift and Database Manager

Full Time

POSITION SUMMARY:

The Gift and Database Manager is an integral part of the Development Team, exhibiting the Core Values of both RVR and 95.1 SHINE-FM while ensuring that PJM's constituents are valued, connected, and informed. This is done by 1) leading and managing all forms of gifts and contributions to PJM with integrity, timeliness, and order; and 2) maintaining a clean, organized database and working with the Development Team to creatively use its analyses, reports, and exports to support PJM's fundraising efforts and the building of meaningful relationships. This position reports directly to the Director of Development and supervises one part-time Donation Support Associate.

The Gift and Database Manager should have a concrete grasp of and be able to clearly communicate:

- The Missions and Visions of 95.1 SHINE-FM and RVR and the daily ministry of both
- The various ways a donor can make or set up a major gift to any PJM fund
- The Ethics of Fundraising

POSITION DETAILS

Expectations and responsibilities include:

- Maintaining and updating Policies and Procedures Manual to ensure that PJM uses best practices relevant to appropriate data entry, gift processing, and management
- Keeping all database users continually informed and updated regarding procedure
- General Database Maintenance, including Bulk Updates, Configuration of Database, User Administration (new user set up, role maintenance, etc.)
- Managing the relationship between PJM and its Database Provider (Blackbaud's Raiser's Edge), Merchant Services Account, Import-O-Matic, and Fundraising Report Card
- Regular reporting to the Executive Leadership Team, DoD, Relationship Managers, and Development Team regarding gifts, campaign progress, pledges, and appeals
- Provision of analytics and data as requested

- Flagging any opportunities to adjust coding structures to meet the information needs of PJM; collaborate with team members to develop and implement solutions
- Assisting with prospect research and analysis by identifying individual, foundation and corporate donors who will support PJM through the use of news tracking, wealth screening, and other internal tools
- Developing and maintaining both internal and external reporting and communication processes using a variety of resources including Crystal Reports, Microsoft Word, Microsoft Excel, Google Spreadsheets, etc.
- Supporting and attending development and donor recognition events as needed
- Supervising and managing a part-time Donation Support Associate

- Ongoing maintenance, management, and oversight of the following **Gift** processes:
 - Daily gift entry (online, checks, one-time and recurring gifts, corporate matching gifts, stock gifts, text donations, EFTs, direct debit, pledges, in-kind gifts, 3rd party gifts, etc.)
 - Credit Card declines and disputes
 - Changes to donors' giving methods and gift amounts
 - Giving schedules and donor communication for all recurring gifts, matching gifts, and pledges
 - All gift receipting
 - Donor giving history requests
 - PJM's online giving portals
 - Supervision and Training of the Gift Support Team during 95.1 SHINE-FM's Spring and Fall Fundraisers
 - Daily, monthly and annual gift reconciliation with Finance Office
 - Preparation and provision of all donation tax statements

- Ongoing maintenance, management, and oversight of the following **Constituent** processes in order to maintain the integrity of the database:
 - Providing lists for Development Mailings and Events
 - Regular updates of Constituency Codes (Board Members, Employees, etc.), RVR Scholarship recipients, RVR Run Sponsors and Fundraisers
 - Annual processes of Marking new RVR alums, removing "do not solicit/do not mail from alums when they turn 25
 - Monthly processes of: Audits of Notes, Audits of Open Actions, Audits of Incomplete Actions, Audits of Duplicate Constituents, Imports of RVR Campers, Summer Staff, Interns, TNT imports using Omatic

- Other duties as assigned

QUALIFICATIONS:

- Agreement with the Peter & John Ministries' Statement of Faith (found here: <http://www.gopim.com/statement-of-faith>)
- Bachelor's degree or equivalent preferred
- 2+ years of experience in a development/fundraising office, preferably managing and/or using a relational database
- Experience with Raiser's Edge software or other CRM software a must
- Comprehensive understanding of financial reconciliation and reporting processes
- Experience building and maintaining Crystal Reports or similar reporting software
- Excellent verbal and written communication skills
- Excellent organizational skills; strong attention to detail and ability to multitask
- Strong computer literacy and skills
- Ability to develop clear systems and processes
- Experience with Microsoft Office, especially with Excel
- Experience in a fundraising organization with an understanding of donor cultivation and solicitation practices is an asset
- Collaborative style with team members

Physical Demands and Work Environment

This position will require:

- Long hours in front of a computer screen
- Ability to use a computer, keyboard, and mouse for long hours
- Occasional set-up help at events, requiring the moving and/or lifting of items up to 25 pounds

Noise level in the work environment is low to moderate