

Job Posting – September 2021

Title: Giving Data Manager

Position Summary: The Giving Data Manager is responsible for Giving Team data integrity, improvement, analysis, donor research, staff training, reporting, assistance with Raiser’s Edge database, website integration for donations, and payment portal management to maximize fundraising revenue. The Giving Data Manager oversees the Giving department’s data in Raiser’s Edge and acts as liaison to the Finance and Communications as needed for appeals and reporting in ongoing fundraising efforts. The Giving Operations Manager will supervise the Stewardship Manager and Donor Services Coordinator. This individual will report to the Chief Giving Officer, and will support other food bank staff as required.

The minimum salary for this role will be \$50,500. A fully qualified and well-experienced candidate may earn as much as \$65,000.

Responsibilities:

- Supervise Stewardship Manager and Donor Services Coordinator for gift entry including; mail, credit card, ACH, online, cash, and stock transfer, lockbox gifts and ensure prompt and accurate acknowledgement of all gifts
- Manage all aspects of Raiser’s Edge database including data integrity, updates and corrections
- Develop effective and efficient systems to manage data connections and transfers between Raiser’s Edge and other food bank systems including Teams in Outlook, and digital file bank for the Giving Department
- Strategize and manage implementation of data enrichment services, determining the best use of Raiser’s Edge features to accomplish the goals of the Giving Department
- Responsible for segmentation of the database for cultivation, appeals and stewardship to support Strategic Giving
- Responsible for all reporting for the CGO, Board, Giving Committee, Giving Department, Feeding America and other food bank staff, as needed
- Manage vendor relationships to support Giving operations including; direct mail and digital appeals, events and related payment processing.
- Manage the daily, month-end process, trouble-shooting and auditing data to ensure the smooth transfer of data to the Finance Department
- Works with Communications Department to support sharing of data and information cross donor platforms and with appeals and for events
- Produces queries, reports, lists needed by the Giving staff as needed for mailings, events, Board, and moves management.
- Creates custom “dashboards” for Giving staff which demonstrate revenue progress in real-time, and manages tasks and actions
- Train staff and interns on relevant database systems
- Other duties as assigned by the Chief Giving Officer

Education and Experience:

- Bachelor’s degree
- 5+ years of related development or customer service database experience
- Experience with Raiser’s Edge including NXT is required
- Excellent written and verbal communication skills

Key Skills:

- Familiarity with Microsoft Office programs required.
- Excellent project management skills to consistently deliver quality results on deadline.
- Ability to handle multiple tasks and meet deadlines.
- Excellent organizational skills
- Ability to work effectively with people from a variety of backgrounds and departments.

To apply, please submit a resume and cover letter to Human Resources.

www.ctfoodshare.org

<https://recruiting.paylocity.com/recruiting/jobs/Apply/671154/Connecticut-Food-Bank/Giving-Data-Manager>

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