

Job Posting – February 2023

Title: Director of Donor Data and Services

Position Summary: The Director of Donor Data and Services is responsible for fundraising data integrity, quality improvements, analysis, staff training, reporting, administering the Raiser's Edge NXT database, website integration for donations and payment portal management to maximize fundraising revenue. The Director of Donor Data and Services oversees the Giving department's donor data in Raiser's Edge including gift entry and acts as liaison to the Finance and Communication teams as needed for appeals and reporting in ongoing fundraising efforts. The Director of Donor Data and Services supervises the Stewardship Manager and Donor Services Coordinator. This individual will report to the Chief Giving Officer, collaborate with the Chief Data and Impact Officer; and will support other food bank staff as needed.

The salary range for this position is approx. \$60,000 to \$90,000 per year depending upon experience and qualifications.

Responsibilities:

- Supervise Stewardship Manager and Donor Services Coordinator for gift entry including mail, credit card, ACH, online, cash, stock, 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 O-matic and payment processing platforms, and maintain a secure digital file bank for the Giving Department
- Strategize and manage implementation of data enrichment services, determining the best use of Raiser's Edge features and other tools to accomplish the goals of the Giving Department
- Responsible for segmentation of the database for cultivation, appeals and stewardship to support the Giving Team
- Responsible for all private support revenue reporting for the Chief Giving Officer, 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, troubleshooting, and auditing data to ensure the smooth transfer of gift data to the Finance Department
- Work with Communications Department to support sharing of data and information across donor platforms with appeals and events
- Produces queries, reports, lists needed by the Giving team as needed for mailings, events, Board, and moves management.
- Creates custom dashboards for the Giving team which demonstrate revenue progress, in a timely manner and manages tasks and actions
- Train Giving Team staff and interns on relevant database systems
- Other duties as assigned by the Chief Giving Officer

Education and Experience:

Minimum Qualifications

- Bachelor's degree in related field AND 6 years of related experience in defined function in comparable environment.

OR

- 10 years of related experience in defined function in comparable environment.
- 2 years of management experience.

- Experience working with Raiser's Edge, other development/customer service database systems, and Microsoft Office (e.g., Word, Excel, PowerPoint).

Preferred Qualifications

Bachelor's degree in related field AND 10+ years of progressively responsible experience in related function, **OR** 14+ years of progressively responsible experience in related function.

- Experience with Raiser's Edge including NXT is preferred
- Demonstrated experience integrating data across multiple platforms
- Excellent written, and verbal communication skills

Key Skills:

- Familiarity with Microsoft Office programs required
- Familiarity with data management and governance principles
- Familiarity with relational or SQL databases
- 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:

<https://recruiting.paylocity.com/recruiting/jobs/Details/1487968/Connecticut-Foodshare-Inc/Director-of-Donor-Data-and-Services>

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