



The Dauphin County Library System builds community and transforms lives by connecting people, ideas, and opportunities.

### Job Description

**Title:** Donor Records & Database Specialist  
**Reports To:** Community Engagement Strategist

**Status:** Exempt  
**Hours of Work:** Days, occasional evenings & weekends

#### Position Summary:

Supports system fundraising initiatives and aids in achieving fundraising goals. Maintains an accurate and up-to-date donor database and serves as liaison with database vendor. Coordinates direct mail solicitation, and all donor tracking and recognition. Assists with planning and tracking fundraising and donor related special events as part of the Community Relations team. Monitors the expenditure of donor-related programming budget. Maintains confidentiality of administrative matters.

#### Minimum Qualifications:

**Education:** Associates Degree in Communication, Public Relations or related field, or 3 years of donor relations experience.

**Experience/Training:** Demonstrated written communication skills. Experience negotiating and in planning and implementing public events and programs. Proficiency with word processing, spreadsheet applications and donor database software. Experience working with donors and donor-related correspondence. Non-profit experience preferred.

**Required:** Donor database software experience. Independent transportation for travel to libraries, programs, and outreach locations. Excellent customer service and communication skills.

#### Required Performance Standards:

**Communications:** Writes and speaks clearly, logically and concisely. Listens effectively. Demonstrates small and large group communication skills. Keeps colleagues, team members and supervisors well informed. Expresses clear objectives and goals and promotes strategies for staff buy-in. Participates in group discussions.

**Customer Service:** Presents welcoming behaviors. Remains helpful and professional with customers. Responds quickly and cooperatively to requests from staff or public. Follows The Library's guidelines and training for customer service approach. Demonstrates ability to determine customer needs. Follows up on customer transactions.

**Analytical Skills/Problem Solving/Decision Making:** Uses sound judgment in making decisions. Constructively manages conflict. Works with others to solve problems and achieve results.

**Technological Skills:** Demonstrates ability to use computers. Demonstrates ability to access and use the Internet and electronic databases. Demonstrates ability to use and maintain equipment basic to job.

**Workplace Maintenance/Management:** Maintains and manages workplace security and safety. Pays attention to personal workspace housekeeping.

**Flexibility and Adaptability:** Remains calm in difficult, ambiguous, and challenging situations. Responds appropriately to changes in direction and priorities. Adapts personal style to work situations. Takes corrective action when required.

**Interpersonal and Group Relationships:** Willing to work with and for others. Supports and facilitates cooperation among others.

**Professional Standards and Ethics:** Protects and values patron confidentiality and organizational security. Supports mission and vision of the library. Upholds American Library Association's Library Code of Ethics as interpreted by The Library. Works toward furthering a library-conscious community.

**Professional Development and Leadership:** Seeks opportunities to pursue one's personal goals and those of the organization. Sets and models high performance standards. Encourages others to make good decisions and take ownership in decision-making and problem-solving.

**Time and Workflow Management:** Manages personal time effectively. Manages workflow effectively.

#### Environmental Conditions:

Primarily works indoors in standard office conditions. Travels among libraries. Provides own transportation and is reimbursed accordingly.

**Essential Functions:**

1. Manages donor database structure and updates. Evaluates and reports on donor software needs.
2. Performs donation data entry and generates appropriate correspondence.
3. Coordinates direct mail solicitation. Manages all donation tracking and recognition of all fundraising efforts including sponsorships and matching gifts.
4. Schedules, takes minutes and makes meal arrangements for system and board related meetings.
5. Provides or arranges for donor database training for appropriate staff.
6. Contributes to planning of, and supports all fundraising initiatives, including system wide fundraising and donor related special events.
7. Prepares monthly narrative and statistical reports.
8. Attends staff meetings and continuing education workshops. Participates in system committees.
9. Performs other related duties as assigned.

**Compensation**

Range \$42,000-\$48,000 and Full-Time Benefits

Revised: June 18, 2021

**Disclaimer:**

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or to be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.