



## **Donor Database and Relations Manager, Centers for Youth and Families**

Centers for Youth and Families, the longest continuously-operating nonprofit organization in Arkansas, provides services along a mental health spectrum for more than 5,000 in Arkansas each year. The Centers Foundation engages community members, corporations, foundations, churches and organizations in providing volunteer support, in-kind gifts and financial gifts to support the mission of The Centers.

**Qualifications:** Associate degree or equivalent experience and at least two years' experience in nonprofit database management, advancement operations or fundraising analytics. Detailed written and verbal communication skills are needed. Exceptional attention to detail and ability to reconcile financial reports is critical.

This position serves primarily as a financial and donor database management role within the Foundation. The core function of this role is to ensure the accurate processing, recording, reconciliation, and reporting of all charitable contributions in accordance with agency financial policies and procedures. Responsibilities include comprehensive oversight of the organization's CRM system, donor data entry and maintenance, gift coding, pledge tracking, acknowledgment processing, monthly reconciliation with financial records, and preparation of related reports. This role requires a highly detail-oriented professional with strong analytical and financial aptitude, capable of maintaining data integrity and ensuring audit-ready records. While the position provides support for fundraising initiatives and special events, including committee participation and event assistance, these duties are secondary to the primary financial and database management responsibilities. Reasonable accommodations may be made to enable the individuals with disabilities to perform the essential functions.

### **Responsibilities:**

#### **CRM Strategy and Administration**

Serves as administrator for the organization's Raiser's Edge NXT Customer Management Relationship database. Optimize use of Raiser's Edge CRM, including creating and enforcing data entry standards and quality control procedures.

Lead data clean-up projects and design of database architecture.

Develop and maintain KPI dashboards within Raiser's Edge CRM to measure fundraising outcomes for development staff and board reporting.

Design custom queries and reports and mailing lists within RE NXT.

Track pledges and prepare and send invoices monthly and as needed and follow up with donors regarding outstanding pledges.

Manage gift processing procedures, including batch gift entry and donor acknowledgement letters, completed weekly.

Run monthly financial reports and reconcile financial records in coordination with business office.

Lead CRM integrations with online giving, email newsletters, Trellis special event software and Just Giving individual personalized fundraising websites.

Train development staff on Raiser's Edge CRM best practices.

Lead creating portfolios for staff and reviewing outcomes toward goals.

Submit ACH requests to business office and monitor completion.

### **Donor Relations and Stewardship Systems**

Create and implement donor stewardship process, including a plan for personalized acknowledgement and recognition, impact reporting, annual donor honor roll, engagement activities and ongoing communication.

Plan and lead donor communications mailings, including direct mail, newsletters, event invitations, charitable giving receipt letters and internal fundraising letters.

Create and lead promotion of Helping Hands Monthly Giving Program.

Compile mailing lists and send birthday cards, first-time donor postcards and holiday cards.

Staff in-kind donation drives and 3<sup>rd</sup> party events that benefit The Centers, including holiday activities.

Lead Winner's Circle employee giving campaign.

Active staff member on committees for Foundation special events, including Centers Classic Golf Tournament, The Evolve Gala and BrunchFest.

### **Administrative Activities**

Complete end-of-month activities, including risk management report, credit card reconciliation and mileage report.

Order office supplies as needed.

Place orders for printed materials, such as letterhead, envelopes, giving envelopes, brochures, birthday cards and first-time donor postcards.

Full benefits offered. Salary range of \$55,000 to \$65,000 depending on experience and education.

Apply at [TheCentersAR.com/Careers](http://TheCentersAR.com/Careers) to submit your application.