

# Honolulu Museum of Art

## JOB DESCRIPTION

<b>Job Title:</b>	Donor Database Administrator
<b>Department:</b>	Development
<b>Supervisor:</b>	Director of Development
<b>Employment Status:</b>	Full-Time
<b>FLSA Status:</b>	Exempt
<b>Work Hours:</b>	Monday-Friday 8:00am – 5:00pm Some evenings and weekends
<b>Issue/Reissue Date</b>	07/13/2018

### Job Summary:

Manages the CRM (Customer Relationship Management) donor database for the Museum's Development Department and supports all departments using CRM. Ensures accuracy, effectiveness and efficiency of the CRM relating to gifts, contributions, and ticket transactions.

### Minimum Qualifications:

- Proficiency in Tessitura, Raiser's Edge, DonorPerfect or comparable knowledge of a CRM.
- Bachelor's degree and 3 years minimum office experience or equivalent combination of education and experience.
- Strong critical thinking and analytical skills.
- Must be detail-oriented and have excellent organizational skills.
- Must be a team player and willing to share own expertise for the good of the museum.
- Proficiency in Microsoft Office Applications.
- Ability to interact with the public as well as cross-departmentally.
- Handles incoming gifts, donations, and ticket transactions in a fiscally responsible and confidential manner.
- Capable to plan, implement, test, and troubleshoot system software.
- Planning and project management skills.

### Desired Qualifications:

- Ability to learn quickly and understand the skills needed to effectively work with the CRM.
- An understanding of or experience with a not-for-profit organization.
- Understanding of Honolulu Museum of Art's established identity and dedication to maintaining it.

### Essential Duties:

- Manages all gifts and contributions for the Museum.
- Analyzes fund and gift data to provide strategic support for the information needs of the Development Department.
- Maintain the integrity of the Tessitura database by creating and enforcing data entry policy and procedures, tracking and coding structures.
- Runs donor, member, and gift reports required to help the Development Department track progress towards fundraising goals.
- Create reports, lists, tracks pledges and sets up Campaigns, Funds and Appeals.
- Pulls mailing lists for all donor and member-related mailings, e-blasts, and special events.
- Liaison to the Finance Department to ensure coding, entry, and supporting reports are accurate and timely.
- Liaison to the IT Department to ensure all updates and issues with the CRM are handled in a timely manner.
- Assists Director of Development in researching information for the year-end audit as requested by Finance Department and auditors.
- Continuously seeks performance and process improvement and supports department goals.
- Supports Communications Teams as needed.
- Supports Events during Member and donor receptions, exhibition openings, and fundraisers on front-lines and with CRM set up.
- Supports all Museum departments (11) using CRM, Tessitura, as needed.
- Leads the Museum's bi-weekly Tessitura User Group meetings.

- Prepares and delivers in-house CRM training and presentations with high priority content for all CRM users and new staff.
- Document processes and procedures related to Tessitura.
- Lead and Attend the Museum's monthly Tessitura Priorities meetings with the Senior Management and IT Manager.
- Actively researches and designs new solutions to help CRM users with daily workflow and management analytics through the Tessitura Network community.
- Analyzes fund and gift data to provide strategic support for the information needs of the Development Department and Senior Management Team.
- Interacts with diverse members of the public, and all museum staff in a pleasant manner.
- Additional duties as assigned.

**Traits and characteristics:**

The successful candidate should demonstrate an ability to initiate and sustain momentum without close supervision. Strong interpersonal and communication skills, ability to maintain confidentiality, and a collaborative and responsive team approach to their work. Creative problem solving skills are preferred. Candidate should demonstrate a polished presence, diplomacy, discretion and a deep respect and understanding of the museum.

**Working Conditions and Atmosphere:**

This position works with minimum supervision. Work will often be performed with short deadlines and situations sensitive to the Museum. Regular office hours are required. Due to the nature of the responsibilities, evening and weekend work is frequently required, and at times may be on an emergency basis.

**How to Apply:**

Visit the [www.honoluluuseum.org](http://www.honoluluuseum.org)

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[https://honoluluuseum.org/362-jobs\\_and\\_internships](https://honoluluuseum.org/362-jobs_and_internships)

The statements contained herein describe the scope of the responsibilities and essential functions of this position, but should not be considered to be an all-inclusive listing of work duties and requirements. Individuals may perform other duties as assigned including work in other areas to cover absences or relief to equalize peak work periods or otherwise balance the workload.

The Honolulu Museum of Art maintains a policy of nondiscrimination in all employment practices and decisions, ensuring equal employment opportunities for all qualified individuals without regard to race, color, ancestry, religion, sex, including gender identity and expression, national origin, age, disability, sexual orientation, marital status, arrest and court record, citizenship, credit history, military service, victim of domestic or sexual abuse status, genetic information, or any other characteristic protected by applicable federal, state or local law. This applies to both Honolulu Museum of Art employees and applicants for employment with the Museum. Any form of harassment of any employee because of any protected status is also prohibited.