



Donor Information Services Manager

Relationships:

Department: Development

Supervisor: Chief Development Officer

Direct Reports: Development Assistant

Position Function:

The Donor Information Services Manager works to proactively manage and improve all aspects of the donor experience for ACH Child and Family Services (ACH) constituents. This includes oversight of gift data entry, processing and receipting; ensuring accurate database content, integrity and utility by managing facets of data entry and integration of external fundraising systems and reporting. This includes proposing and creating systems that improve the donor experience and reduce organizational risk and increase efficiency while overseeing several initiatives related to ACH's fundraising systems that fulfill development strategies and support a donor-centered approach to timely acknowledgement. This includes oversight of all policies, procedures and training related to the donor database. This position plays an integral role in prospect research, qualifying prospects, solicitation and stewardship process and manages office administration support for the team. The job requires sensitivity and confidentiality to ensure donor privacy and to the service population's cultural and socioeconomic characteristics.

Requirements:

Education: Bachelor's Degree in business or related field preferred.

Experience: Two to four years of administrative support preferably in a nonprofit development environment. Preferred experience with donor management systems. ACH currently uses Bloomerang with Peer-to-Peer and Event Management plug-in programs. Prior experience with Blackbaud's Raiser's Edge preferred, if not, experience with similar fundraising software or relational database.

Functional: The ideal candidate will have a strong donor service and customer service background, with management experience and the technical capacity to implement industry best-practice in donation management, data input and constituent relationship building. Must be detail-oriented, highly organized and possess great interpersonal, communication and customer service skills. Able to multi-task and demonstrate a mastery of Microsoft Word, Excel, and PowerPoint. Demonstrate excellent writing and proof reading skills. Must be able to work independently while also contributing to the team. Demonstrate excellent time-management skills.



Working Conditions:

Heavy computer usage/typing and clerical functions in an office environment, attendance of public functions, and some work evenings and weekends required.

Exposure to Confidential Information:

Exhibits skills of diplomacy and good judgment and maintain confidentiality with the ability to work productively with a wide array of different people and provide a superior constituent experience. Confidentiality of donor or client information and adhere to the Donor Bill of Rights.

Key Expectations/Responsibilities:

- Represents ACH in a positive, pleasant manner by providing quality customer service at all times, serves as a role model and works throughout all levels of the organization.
- Supervises Development Assistant.
- Keeps up-to-date policies, procedures and staff training related to the donor database.
- Oversees and provides daily gift entry, gift receiving in an accurate and timely manner, receipting/acknowledgement for all donations within 48 hours.
- Serve as the authority on gift processing to ensure compliance with regulations and standard industry practices.
- Oversee and manage fundraising reports and create system reporting to support initiatives.
- Ensure accurate and up to date files and donor records (biographical as well as gift and prospect data).
- Reconcile all donations with ACH finance department monthly.
- Supports Finance team in preparation for ACH's annual audit
- Generate accurate and timely reports, mailing lists and other queries that will be helpful to the cultivation and solicitation process.
- Provide prospect research and management functions on a limited basis.
- Manage any necessary software upgrades and implementation of donor technology systems or modules.
- Work with the team to support ACH's acknowledgement strategies beyond the acknowledgement letters.
- Interaction and communication with vendors for necessary products used by department.
- Limited support to development staff for general office management assignments related to fundraising projects.



The above noted job description is not intended to describe, in detail, the multitude of tasks that may be assigned but rather to give the employee a general sense of the responsibilities and expectations of his/her position. As the nature of business demands change so, too, may the essential functions of this position.

Employee's Signature

Date

HR Signature

Date

Dates Reviewed/Updated: 3/2014; 7/2018