Title: Donor Services and Database Manager
Department: Development
Reports to: Vice President of Development
FLSA Status: Full-Time, Exempt

Summary:

The Donor Services and Database Manager supports fundraising projects and initiatives by helping to collect and manage data so that it can be used to analyze development functions, productivity, and redundancies. The manager interacts frequently with donors and plays an important role in ensuring that donors receive prompt and accurate communications. The Donor Services and Database Manager supports fundraising projects and initiatives that support the Orpheum Theatre Group.

Duties include but are not limited to:

- **Donor Services**
  - Assist other staff members in coordinating events and fundraising activities
  - Assist in Donor Benefit Fulfillment
  - Manage donor renewal schedule, insuring every donor is contacted in a prompt manner
  - Invite donors and receive RSVP’s to events and activities
  - Manage donor pages in theatre Playbills (“The Marquee”)

- **Database Management**
  - Manage donation receipt process including entering all donations into the Archtics database, processing all acknowledgement letters, and maintaining all donor accounts
  - Design, develop, and provide queries and reports from database to give updates on donations received
  - Provide database quality control; investigate and resolve data inconsistencies to ensure data integrity
  - Advance work flow though data entry, collection, and reporting procedures
  - Create invoices for donors, sponsors, and events
  - Process raffle and auction tickets
  - Compose communications including thank you letters, and related correspondences, in a timely manner to acknowledge contributions
  - Pulling and coordinating all development mailings
  - Manage auction database
Qualifications:
- Bachelor’s Degree
- 1+ year experience Data Entry, or comparable work experience
- Fundraising database experience preferred
- Experience working with Ticketmaster/Archtics preferred

Competencies:
Demonstrates trustworthiness, responsibility, and accountability. Excellent written, oral and technological communication skills. Extremely organized and detail oriented. Excellent Customer Service Skills. Proficient in Data Entry, Microsoft Word, Excel, and PowerPoint. Able to work flexible hours. Willing to work nights and weekends, as requested.

Environmental Conditions and Physical Demands:
Employee required to spend majority of time remaining in a seated position looking at a computer screen. In addition, employee will be required to do some standing and walking. Occasionally, employee may need to bend, crawl, or lift up to 25lbs. Employee will be in a well-lighted heated and/or air-conditioned indoor office setting with adequate ventilation.

To apply:
Interested candidates send a cover letter and resume to Faith Robinson at frobinson@cushioncorp.com.