



Hope for Haiti®

Database Manager Job Description

Position Title:	Database Manager							
Status:	X	Full Time		Part Time		Contract		Temporary
Reports to:	Chief of Donor Experience							

Hope for Haiti’s Mission Statement: To improve the quality of life for the Haitian people, particularly children.

Brief Organizational Summary: Hope for Haiti is an innovative and creative international development organization that has been working in Haiti for 28 years. The organization partners with private donors to create community-based sustainable change through a grassroots and strategic holistic approach. Hope for Haiti is an action-oriented and fast-paced organization that believes in partnership solutions to poverty alleviation. Hope for Haiti’s vision for the future is one of strategic growth in creating healthy, sustainable communities. Hope for Haiti has a distinguished and well-established Board of Directors that provides the organization with strong governance, oversight, and strategic direction. Building upon the organization’s proven track record of success, Hope for Haiti stays true to its mission and founding principles, while offering a dynamic and supportive work environment. For more information about Hope for Haiti, please visit www.hopeforhaiti.com.

Position Title: Database Manager

Location: Naples, FL

Position Description: Hope for Haiti is seeking a strong candidate for the position of Database Manager. This candidate will possess experience working in and managing the donor database, Raiser’s Edge, and will ensure the integrity of and accurate input/output of all constituent information. It is critical that this candidate possess a solid understanding of non-profit development, strong communication skills, attention to detail, and brings enthusiasm to a dynamic Donor Experience team. Working closely with the Chief of Donor Experience, this role will provide a high level of skill in database management and analysis, and perform supporting responsibilities like gift processing and mailing list generation, and be able to interact professionally with all types of supporters.

This candidate will also ensure that the organization’s software is up to date and functioning appropriately for our needs. He or she will stay abreast of developments in the field, seeking professional development opportunities to improve department efficiencies and personal skill development and provide recommendations for new processes, upgrades or equipment, when necessary.

Position Duties and Responsibilities:

Reporting to the Chief of Donor Experience, the Database Manager will have the following primary job responsibilities (and other duties as necessary):

- 1) Managing Donor Database: 70%
 - a. Gift Processing (mailed, online (NetCommunity & Sphere), stock)
 - b. Constituent Record Updates (adding, merging, updating addresses, logging actions)
 - c. Event Module Administration (tracking event participants, managing tables and revenue)

- d. Building Complex Queries
 - e. Mailing and Donor List Generation
 - f. Import, Export, and Global Add Functions
 - g. Email List Management
 - h. Data clean-up and maintenance
 - i. Comprehensive Data Analysis & Revenue Reports
 - j. Analysis and manipulation of Excel spreadsheets (functions, organization of data)
- 2) Donor Services: 20%
- a. Gift Acknowledgments (Mail Merge)
 - b. Collating and Executing Donor Experience Mailings
 - c. Event support (planning, execution, and follow up acknowledgments)
 - d. Administrative tasks (scanning, sorting, filing, copying, answering phones)
- 3) Data Integrity: 10%
- a. Managing Integration between Raiser's Edge and Financial Edge and performing monthly reconciliation of revenue
 - b. Leveraging constituent data for the advancement of the organization's goals and exploring new opportunities for capturing information or more efficiently managing relationships
 - c. Developing and performing daily, monthly, quarterly and annual audits to ensure accuracy and data integrity
 - d. Training team members on all Donor Experience software and ensuring best practices

Education, Skills & Experience:

As a prerequisite, the successful candidate must believe in the core values of Hope for Haiti and be driven by the mission and vision.

- Completion of a bachelor's degree at an accredited college or university
- Advanced skills in Raiser's Edge
- Proficiency in Microsoft Office required (specifically Mail Merge using Excel and MS Word)
- Experience working in a non-profit setting preferred
- Attention to detail, ability to manage deadlines and competing priorities
- Proven track record of experience in setting challenging goals and achieving them
- Comfortable working independently and contributing to a dynamic team
- Excellent written, verbal and interpersonal communication skills
- Ability to work in fast-paced and growing environment in a shared office space
- Exceptionally well-organized and a strong ability to prioritize
- Professional in appearance, demeanor, and leadership
- High level of professionalism and service

Compensation:

Annual salary commensurate with experience (DOE). A generous compensation and benefits package is offered including medical, dental, life, STD and LTD insurance; paid time off, and much more!

To Apply:

Hope for Haiti is currently accepting applications until the position is filled. Interested candidates should submit a resume with cover letter (with references and salary requirement) to careers@hopeforhaiti.com.

Please include "**Database Manager**" in the subject line.