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 30 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 joyful children, healthy families, thriving communities and the resources to make it so. 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 or remote

Position Description: Hope for Haiti is seeking a strong candidate for the position of Database Manager. This candidate will possess experience managing and analyzing data from the donor database and will lead the conversion to an integrated system in Salesforce, which will house all development, finance, and programmatic data. He/she 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 Databases: 60%
    a. Performing constituent record updates (adding, merging, updating addresses, logging engagement activities)
    b. Building complex queries
    c. Generating accurate mailing and donor lists
    d. Import, export, and global add functions
    e. Email list management & segmentation
    f. Data clean-up and maintenance
    g. Comprehensive data analysis & revenue reports
    h. Managing backend of peer-to-peer fundraising & crowdfunding platforms (Classy)
    i. Analysis and manipulation of Excel spreadsheets (functions, organization of data)
2) Donor Services: 20%
    a. Gift processing (mailed, online through various databases, stock)
    b. Gift acknowledgments (Processed through database)
    c. Event support (planning, registrations, execution, and follow up)
    d. Providing administrative support to development team
3) Migration to Salesforce: 10%
    a. Act as staff lead on the transition to Salesforce, working with development, finance and program staff
    b. Oversee successful conversion of data from Raiser's Edge
    c. Work closely with third party consultant to ensure staff are trained and comfortable using the new system
4) Data Integrity & Training: 10%
    a. Leveraging constituent data for the advancement of the organization's goals and exploring new opportunities for capturing information or more efficiently managing relationships and donor engagement
    b. Developing and performing daily, monthly, quarterly and annual audits to ensure accuracy and data integrity
    c. Performing regular revenue reconciliation with finance team
    d. Facilitating the training of team members on all Donor Experience software and ensuring best practices for data integrity

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
- Minimum three years' experience working in CRM, advanced skills in Salesforce preferred
- Proficiency in Microsoft Office required (specifically Mail Merge using Excel and 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.