

Position Title:	Development Database Coordinator
Overtime Status:	Non-Exempt
Department:	Fund Development
Location:	Kalamazoo, MI
Reports To:	Director of Fund Development
Salary:	\$16.82-\$17.78
Number of People Supervised :	0

POSITION PURPOSE

This position has a key role within the development team of being the main administrator and manager of the organization's donor databases, including Greater Giving and Raiser's Edge/RENXT. Collaborates with the development team on all donor cultivation and stewardship initiatives and establishes best practices to track donor movements and key metrics.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Act as part of the development team responsible for the support of fundraising and advancing agency values and initiatives.
- Administer organization's donor database(s) for high quality efficient performance.
- Develop system plans and policies. Oversee, manage, and train on system modules including but not limited biographic, prospect management, stewardship, events, gift processing, grant tracking, research and planned giving.
- Continuously improve the quality of donor data.
- Implement strategies and procedures to track and maintain accurate information on current and potential volunteers and donors; record and report to ensure and facilitate volunteer and donor stewardship, and assist in scheduling donor cultivation meetings and follow-up meetings as needed.
- Perform prompt and accurate centralized data entry, including but not limited to the timely processing and acknowledgement of all gifts, pledges, pledge payments, pledge reminders, matching gifts, gifts in kind and other contributions to BBBS.
- Interface with Administrative Department staff regarding gift entry, gift posting, fund creation, gift restrictions and monthly reconciliations.
- Assist in preparation of reports and analysis of fund raising activities as requested.
- As requested, prepare event/development/recruitment related proposals and/or supporting documentation.
- Develop, implement and manage the internal systems of prospect identification, cultivation, solicitation and stewardship, with strong emphasis on major gifts prospect management.
- Ensure all fund development staff and volunteers have efficient, effective tracking systems to support their cultivation and solicitations.
- Produce targeted mailing lists for communications, solicitations, invitations, etc.
- Work with Director of Fund Development on execution of donor stewardship plan.
- Effectively track and comply with departmental and agency's reporting calendar and deadlines.
- Train and supervise volunteer clerical/administrative personnel.
- Support board and committee meetings.

- BBBSMI embraces and supports philosophies related to diversity and inclusiveness, all BBBSMI staff are required to complete 10 hours of inclusion training opportunities per year.
- Perform other duties as assigned by supervisor.

EDUCATION EXPERIENCE

(Minimum & preferred educational requirements necessary to perform this job successfully)

Bachelor's Degree

RELATED WORK EXPERIENCE

(Minimum & preferred related work experience necessary perform this job successfully)

3-5 years of experience in non-profit development desirable.

3+ years of administration, data tracking and database management experience, and/or transferable skills.

WORK ENVIRONMENT/PHYSICAL REQUIREMENTS

The ability to occasionally travel and work outside regular business hours, including some evenings and weekends.

Recommended but not required: a valid MI driver's license and proof of auto insurance at the minimum levels required by the State of MI. Applicants as well as employees who are or become disabled must be able to perform the essential duties & responsibilities either unaided or with reasonable accommodation. The organization shall determine reasonable accommodation on a case-by-case basis in accordance with applicable law.

SKILLS AND KNOWLEDGE

	Required	Preferred
Proficient in Microsoft Office 2016 or Office365	X	
Proficient in Raiser's Edge database or other fundraising CRM	X	
Excellent organizational abilities and attention to detail	X	
Excellent communications skills with ability to listen and hear others	X	
Demonstrated integrity	X	
An articulated belief in the mission of BBBS	X	
Strong follow up/accountability skills	X	
Ability to multi-task and simultaneously manage multiple projects working with both the Fund Development and Admin teams	X	

CORE COMPETENCIES AND HIGH-PERFORMANCE INDICATORS

Problem Solving & Analysis: Able to gather appropriate data and diagnose a situation before taking action; separate causes from symptoms; apply lessons learned from others who encountered similar problems or challenges; anticipate problems and develop contingency plans to deal with them; develop and evaluate alternative courses of action. Addresses conflicts from a positive, problem-solving perspective.

Valuing Diversity: Able to seek out and work effectively with others who have diverse perspectives, talents, backgrounds, and/or styles; contribute to a team climate in which differences are valued and supported; challenge any stereotyping or offensive comments; seek and respond to feedback from others about their own behavior that might be perceived as biased.

Resilience & Flexibility: Able to interpret situations and information objectively when stressed; remain calm and professional in potentially difficult or emotionally charged interpersonal interactions; maintain high productivity in stressful situations; maintain high performance in the face of setbacks or changing circumstances; view failures objectively and rebound quickly; work to clarify situations where information or objectives are ambiguous.

Communication: Able to practice active and attentive listening skills to verify understanding; adapt communication content and delivery to individual needs; proactively inform others about developments relevant to the team; openly and diplomatically express opinion, even when different from that of others. Translate what is heard, observed or assessed into documentation that is accurate, concise, and clearly communicates key information to others with a need to know.

Decisiveness & Judgment: Able to demonstrate good and ethical judgment in routine, day-to-day decisions; independently make decisions and take action, even in non-routine situations; consider impact of various options

when making decisions; use good judgment in deciding whether to make a decision or consult with supervisor; use an awareness of formal and informal decision-making channels to achieve desired results.

Gets Results: Able to demonstrate high personal work standards, balancing quality and quantity with a sense of urgency about results; do everything possible to meet goals and deadlines; persist in the face of repeated challenges; accept responsibility for improving the quality, efficiency and outcomes of own work.

Customer Focus: Able to build strong working relationships with internal and external customers; identify unexpressed customer needs and potential services to meet those needs; independently anticipate and personalize communication/approach to fit different perspectives, backgrounds or styles of individuals; prioritize work in alignment with the needs of the customer; use customer knowledge and feedback to improve own work results.

Strategic Alignment: Able to align own work objectives with the organization's strategic plan or objectives; take organizational priorities into consideration when making choices and trade-offs in own work; act with an understanding of how the community affects the business and how own actions and decisions affect other jobs or outcomes; maintain perspective between the overall picture and tactical details.

EQUAL EMPLOYMENT OPPORTUNITIES

BBBSMI provides equal employment opportunities to all qualified individuals without regard to race, creed, color, religion, national origin, age, sex, marital status, sexual orientation, or non-disqualifying physical or mental handicap or disability.

AMERICANS WITH DISABILITIES ACT

Applicants as well as employees who are or become disabled must be able to perform the essential duties & responsibilities either unaided or with reasonable accommodation. The organization shall determine reasonable accommodation on a case-by-case basis in accordance with applicable law.

JOB RESPONSIBILITIES

The above statements reflect the general duties, responsibilities and competencies considered necessary to perform the essential duties & responsibilities of the job and should not be considered as a detailed description of all the work requirements of the position. BBBSA may change the specific job duties with or without prior notice based on the needs of the organization.

ACKNOWLEDGEMENTS	
Supervisor: I have approved this job description and reviewed with my employee.	
Signature: _____	Date: _____
Employee: I have reviewed this job description with my supervisor and acknowledge receipt.	
Signature: _____	Date: _____
Human Resources:	
Signature: _____	Date: _____

TO APPLY

Submit a resume and cover letter describing your experience and fit for this position to:

Regina Miller, Director of Corporate Operations
Big Brothers Big Sisters, A Community of Caring
3501 Covington Road
Kalamazoo, MI 49001

By email ONLY: reginamiller@bbbsmi.org

Open until filled.