



# CATALINA ISLAND CONSERVANCY

## JOB DESCRIPTION

**POSITION:** Database Specialist

**STATUS:** Full-time, Hourly

**DEPARTMENT:** Development

**REPORTS TO:** Chief Development Officer

**UPDATED:** March 2022

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### **POSITION SUMMARY:**

The Database Specialist manages and maintains the Conservancy's donor database (currently Abila's Fundraising 50) to track gift/financial and contact information on donors, members, and prospects. S/He will serve as lead system administrator, interpreting database capabilities and how to use them to support fundraising efforts. The Database Specialist supports other users of the system to ensure accurate input and output, technology management, access, and training.

### **SUMMARY OF ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Complete gift entry by accurately entering new or updating existing records with gift amounts, and assigning appropriate fund accounts, campaigns, designations, appeals or event codes.
- Generate deposit slips and gift acknowledgement letters, process matching gifts, and attach pertinent documents to donor records.
- Generate weekly gift reports to support timely execution of donor stewardship strategies.
- Create and save data queries for reports, exports and mailing list preparation.
- Work closely with the Accounting Department to provide detailed information for monthly reconciliation with MIP system, including deposits, stock/wire transfers, refunds and other related data.
- Provide revenue information to support various reports including the Department's Quarterly Report for the Board of Directors.
- Provide advance and onsite support for key events (Ball and Art Show), including invite list bump-list preparation.
- Support marketing and communications efforts by providing periodic mail/e-mail lists.
- Respond to inquiries related to donations/payments, event attendance, refunds and other matters; provide excellent customer service to our members, donors, friends and staff.
- Monitor and maintain data integrity.
- Serve as the administrator of FR50, enabling and monitoring access and providing training to other database end users.
- Maintain database policies and procedures manual.

### **REQUIRED QUALIFICATIONS:**

Knowledge/Skills:

- Highly detail oriented with a critical degree of accuracy regarding data entry and analysis.

- Proficient use of customer relations management databases such as FundRaising 50, Raiser's Edge, Salesforce or other CRM.
- Proficient use of Microsoft Office applications such as Excel and Word, including mail merge; PowerPoint and Publisher as needed; advanced spreadsheet skills desirable
- Familiarity with email marketing, POS, online payment processing, event management, and other integrated applications helpful.
- Ability to develop queries, import/export and manipulate and analyze data for a variety of fundraising needs.
- Knowledge of customer service best practices and demonstrated competence in working with donors.
- Effective written and verbal communication skills.

**COMPLEXITY/PROBLEM SOLVING:**

- Flexibility, willingness, and ability to learn new tasks and take on new projects.
- Ability to analyze, research, and solve a wide range of problems.
- Ability to implement and coordinate multiple projects in a fast-paced environment.
- Ability to think creatively to solve problems or improve processes and efficiency.

**COMMUNICATIONS/INTERPERSONAL CONTACTS:**

- Ability to effectively work with and communicate with a wide range of people including associates, managers, executives, donors, members, and the public.
- Ability to work effectively under pressure with frequent interruptions.
- Ability to demonstrate a professional and approachable attitude on a consistent basis.
- Ability to use discretion and sensitivity in handling highly confidential donor information.

**EDUCATION / EXPERIENCE:**

- A Bachelor's Degree required and 2+ years of development department administration, gift processing, or related database/system operation experience.

**WORK ENVIRONMENT/ PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job or that an employee encounters while performing the essential function of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The primary location is at the Conservancy's Long Beach office at 320 Golden Shore, Suite 220; the office environment has moderate noise levels and is a non-smoking environment.
- Travel to Catalina Island via boat is required on occasion.
- Ability to work evenings and weekends if necessary, on events.