

Visiting Nurse Association of the Treasure Coast

Job Description

Job Title: Donor Data Analyst
Division / Dept: VNA & Hospice Foundation
Reports To: Director of Donor Relations
FLSA Status: Non-Exempt
Approved By/Date: Vice President Human Resources, 11/2015

Job Summary:

Lead staff and knowledge expert for the Foundation's fundraising/donor data system. Perform a variety of complex, responsible and confidential duties to update and maintain database, and to provide reports and outputs in support of the Foundation's goals, strategies and functions. Integrate and demonstrate the core values of the VNA in all aspects of work responsibilities.

Essential Job Duties/Responsibilities:

The individual must be able to perform the following essential job duties and responsibilities to be effective. Other duties may be assigned as needed.

External Responsibilities

Interact with data system vendor and other vendors that require data from or interface with the database.

- Maintain knowledge of new developments and features of the fundraising data system
- Review contracts, invoices and new products from vendor(s), conferring with leadership to determine best use of budgeted dollars
- When possible, consolidate multiple contracts from same vendor
- Liaison to vendors that provide mailing, survey wealth screening, or address update services

Database Integrity

Ensure data system is clean and meets all audit requirements.

- Conduct weekly/monthly audits of data entry to ensure accuracy
- Where possible, build in functionality/establish security to prevent bad entry
- Provide users with feedback on their data entry practices
- Maintain users and security settings for the system
- Produce or support verified month- and year-end donor and development reports
- Reconcile gift deposits with finance department at month- and year-end

Efficient Database and Operations

Ensure the database and operations support the Foundation's goals and strategies

- Develop and maintain resources to support Moves Management program
- Manage all existing codes and tables; adding new ones as strategies dictate
- Periodically eliminate obsolete query, report, and export parameter settings
- Conduct all global changes and/or imports to maintain data
- Maintain integrations with other systems/interfaces, such as online fundraising

Data Entry and Acknowledgment

Ensure all data is entered in a timely, accurate manner and that gifts are appropriately acknowledged.

- Manage data entry/gift processing staff

Initials: Associate _____ / Manager _____

- Design and manage the gift processing workflow, including roles and responsibilities of all involved
- Represent data entry staff in departmental and organization-wide meetings and initiatives
- Support gift processing staff as needed by completing data entry during high volume periods
- Support data entry as needed for constituents and relationships
- Ensure gift acknowledgments are produced within a specified timeframe
- Maintain records needed for annual audit

Data Output

Ensure the quality of all lists and reports for the Foundation.

- Determine output needs of each staff member and set up self-service reporting/dashboard
- Build custom reports for special projects
- Build queries and exports for mailing lists (newsletters, direct appeals, annual reports, events)
- Create and maintain mail merge gift acknowledgment letters, pledge reminders, family letters, etc.
- Create and maintain donor tracking

Support Users

Support and provide ongoing training to users, ensuring optimum and efficient use of the system.

- Encourage use of vendor's technical support/training, but provide assistance when questions are dependent on this position's knowledge of the organization's specific configuration
- Ensure policy and procedure documentation is current and accessible
- Prepare tip sheets for commonly asked questions
- Provide updates to users of new or updated processes
- Develop and deliver targeted training to current and new users
- Maintain safe work areas and comply with safety procedures and equipment operating rules
- Follow VNA safety policies/procedures. Report accidents or unusual incidents immediately to the immediate supervisor and Human Resources.
- Attend required meetings and complete mandatory education by deadline

Skills/Abilities:

- Loves database work and the nonprofit sector
- Resourceful. Constantly learning and thinking innovatively
- Analytical and strategic thinking for solution identification
- Communication and training skills – verbal, auditory and written
- Understands principles and strategies in philanthropy
- Motivated to move projects forward rather than just responding to crises
- Customer focus – both internal and external is primarily “use facing”
- Time management, organizational and prioritization skills
- Attention to detail
- Microsoft Office Suite and other software specific to department
- Mathematics

Qualifications:

To perform this job successfully, an individual must have the following.

- Bachelor's degree
- 3 – 5 years experience with database management system required; experience with Blackbaud Raiser's Edge preferred
- Minimum 2 years work experience in a non-profit

Initials: Associate _____ / Manager _____

Physical Requirements:

To perform the essential duties, the individual must be able to:

Regularly: sit, stand, walk, balance, talk, hear, feel, and touch; reach and grasp with hands/arms; use hand-eye coordination, use vision for close, peripheral, depth and ability to adjust focus

Occasionally: stoop, bend, kneel, crouch and climb; carry/lift up to 50 pounds

Work Environment: Most of time is spent in an office environment; low noise

Associate Statement of Understanding

I have read and understand the job description for my position. I am able to perform all the essential functions of this position.

As an associate, I will strive to uphold the mission and vision of the organization. I understand that I am required to adhere to the VNA core values in all interactions with customers, stake holders and fellow associates.

Associate Signature: _____ Date: _____

Initials: Associate _____ / Manager _____