



## JOB DESCRIPTION

<b>Department:</b>	Finance
<b>FT/PT:</b>	Full-Time
<b>Position:</b>	Donor Database Coordinator
<b>Reports to:</b>	Accounting Manager
<b>Salary:</b>	Hourly

### **Job Summary:**

The Donor Database Coordinator is responsible for maintaining the organization's donor information database, and for recording donation transactions using the Donor Database Management System or Customer Relationship Management (CRM) system. The Donor Database Coordinator works closely with the Development and Finance teams to ensure the timely and accurate processing of all donation transactions, preparation of donation acknowledgements, and adherence to the organization's data maintenance policies and procedure to promote data integrity. This position plays a key role in donor communication, requiring a friendly and professional demeanor.

### **Major Responsibilities and Duties:**

- Maintain the organizations computerized donor records, including confidential financial and other personal information.
- Acquire a high-level knowledge of current donor database system (Donor Vantage).
- Gather data/documentation from multiple sources and prepare data files for import.
- Serve as liaison to Donor Vantage system and troubleshoot system problems, as needed.
- Respond to donor inquiries and complaints, via phone, email or letter, including problems with checks, credit cards, EFT and stock gifts.
- Generate and provide data files for either solicitation or suppression of donors.
- Evaluate and maintain efficiency of processes to ensure deadlines can be met even during periods of heavy gift volume.
- Establish new fund-raising reports and adapt ongoing reports to track giving levels, renewal rates, pledge collection deadlines, recurring gifts, and other data for ongoing and campaign donors.
- Assist Finance with the execution of a monthly reconciliation of Donor Vantage with general ledger.
- Assist Development team with fundraising projects and support as needed.
- Perform other duties as assigned by CFO or Development Team.

**Job Qualifications:**

- Two (2) years or college level education or equivalent experience
- Proficient in Microsoft Office Suite
- Strong communication, analytical, and problem-solving skills
- Ability to quickly learn internal Donation Management System
- Database management experience a plus
- Strong attention to detail with the ability to organize information and priorities
- Ability to work efficiently in a fast-paced environment, and to multi-task amid changing priorities to meet deadlines.
- Valid Driver’s License required
- Familiarity with local donor community and experience working in the nonprofit sector is a plus

**Departmental Requirements:**

- All Finance staff are required to be organized and efficient at prioritizing projects.
- All Finance staff needs to have exemplary customer service skills to communicate with all food bank stakeholders.
- All Finance staff needs to ensure they follow Food Safety Standards throughout the organization.

**Food Share, Inc. embraces a philosophy that recognizes and values diversity. Our goal is to attract, develop, retain, and promote a talented and diverse workforce in a culture where all employees will contribute to their fullest potential.**

\* \* The above description reflects the general details considered necessary to describe the principal functions and duties as required for the job and shall not be construed as a detailed description or task list of all the work requirements that may be inherent in the job. The job description is subject to change, and additional responsibilities may be assigned depending on operational needs.

**Employee Acknowledgement of Receipt**

\_\_\_\_\_  
Employee name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Signature