



ATLANTA RONALD McDONALD HOUSE CHARITIES, INC.

Job Title: Database Coordinator

Date:

Job Purpose:

The Database Coordinator plays a vital role to the entire ARMHC team. The Database Coordinator must consider the needs of all Raiser's Edge users and is responsible for managing all Raiser's Edge database components. This position manages the daily processing of donations and correspondence and is vital to the financial success of the Charity. This position requires prompt, daily and accurate processing, follow-through and use of Microsoft Office, Raiser's Edge, and QuickBooks and ensures financials are accurate. This position is responsible for maintaining accurate constituent records, data integrity and extraction. Attention to detail, discretion and confidentiality of donor and Charity information, flexibility, excellent written and verbal communication skills, and a passion for ARMHC and its mission are required. This position reports to the Development Manager.

Qualifications:

1. College graduate.
2. Two years non-profit or relevant experience preferred
3. Proven database management skills in Raiser's Edge required
4. Possess the following skills and aptitudes:
 - a. Strong attention to detail to ensure accuracy and consistency of all data entry
 - b. Excellent verbal and written communication skills
 - c. Excellent record keeping skills
 - d. Excellent computer skills
 - e. Excellent organizational skills
 - f. Time and resource management skills
 - g. Self-starter, able to work independently as well as part of a team
5. Ability to build and foster relationships with individuals with a variety of ages, backgrounds and experience through face to face communications and targeted messaging
6. Ability to work under pressure and meet deadlines, including evenings and weekends as needed to achieve goals.
7. Ability to balance multiple projects and deadlines simultaneously while exuding a positive attitude.
8. Possess the following characteristics: compassion, tact, honesty, maturity, trustworthiness, flexibility, intuitive, professionalism and ability to work as part of a team.

ESSENTIAL FUNCTIONS:

- Use Raiser's Edge donor database system to record all donations and create appropriate correspondence within two business days from the time the donation is received.
 - Donation recording includes all online donations, processed through Online Express and creating acknowledgements for those who request it.
- Writes and updates gift acknowledgements annually or as needed.
- Ensure entry of non-gift related information for thorough records to facilitate excellent stewardship and the long-term success of the charity.
- Lead proactive database clean-up annually to ensure consistency and accuracy.
- Manage and execute reporting functions in donor database including gift entries, reports, stewardship, annual grants schedules and regular maintenance of records.
- Develop systems that protect data integrity and enable effective data mining.
- Develop user-friendly input and reporting policies and procedures.
- Maintain relationships with users and provides information and training on maximizing effectiveness of Raiser's Edge, Raiser's Edge NXT, Research Point and Online Express
- Serve the needs of various departments by creating and modifying custom reports using Crystal Reports or relevant software programs.
- Develop analytics and prepare monthly and quarterly reports for Director of Development and others as needed.
- Determine security permissions and conduct Raiser's Edge, RE NXT, and Online Express training for current and new staff.
- Communicate best practices to ensure successful maintenance of data.
- Ensure the Raiser's Edge database and process operations support the overall fundraising strategies of ARMHC.
- Develop process for assigning volunteer and staff solicitors and develop reports to facilitate the solicitation of current and prospective donors.
- Provide weekly/monthly reports on campaigns status, prospect management, and constituency-specific or donor-specific giving status with a special focus on top prospects and donors.
- Develop data segmentation in collaboration with the Director of Development and fulfil requests for special reports and targeted lists, including the Annual Report, annual donor recognition needs.
- Maintain standard operating procedures for use of the database, across activities related to prospect management, cultivation, solicitation, and stewardship.
- Maintain the structure of attributes, code tables, business rules, and setup functions.
- Maintain the integrity of the database through regular audits and cleansing.
- Conduct internal prospect research data and financial analysis using Raiser's Edge and Research Point to support the identification, cultivation, and solicitation of Major Gift prospects and prepare background materials for donor calls.
- Ensure all necessary information is available for completion of monthly financials.
- Work closely with accounting back office and ARMHC Administrative Assistant on monthly reconciliation of Quickbooks and Raiser's Edge.
- Serve as primary "income" contact during annual audit and provide audit backup to Administrative Assistnat.
- Oversee all in-kind donation gift entry; entering in-kind gifts of \$500+.
- Provide financial backup to Administrative Assistant – assisting with deposits, running monthly pledge reports.
- Assist with the download and integration of Volunteer Hub data.
- Provide backend assistance on recurring giving program including processing monthly gifts. and overseeing changes; complete annual tax acknowledgements
- Serve as primary contact for general donation questions.

- Provide back up to the Development team on grant applications including assisting with collecting grant attachments, especially financial information.
- Coordinate all aspects of Development Committee meetings, from preparation through follow through of minutes and action items for each committee member. Help track action steps through moves management.
- Assist with annual budget planning and the Development Team annual plan.
- Serve as primary contact for updating donor recognition including Super Signs, AAR binders and plaque and panels.
- Maintain organized filing system and accurate records for Charity to facilitate good stewardship and ensure relevant history is easily accessible.
- Coordinate Matching Gift program and ensure that all Matching gifts are fulfilled; serve as primary contact for Double the Donation software and all matching gift related questions.
- Help develop strategies to advance all development-related funding areas.
- Provide administrative support to the Development team

Other Functions

- Articulate the mission and vision of the Charity including the history and current statistics.
- Promote community awareness of Atlanta Ronald McDonald House Charities.
- Attend meetings and functions as designated by Director of Development or President & CEO.
- Fill speaking engagement requests, as appropriate
- Serve as a back up for Development Manager

Disclaimer:

This is not necessarily an exhaustive list of all responsibilities, skills, duties, requirements, efforts, or working conditions associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job or to require that the other or different tasks be performed when circumstances change (i.e., emergencies, changes in personnel, workload, rush jobs, or technological developments).

Physical Demands:

Maintain an office within Administrative Offices at ARMHC.
 Near visual acuity essential for reading.
 Talking and hearing essential for communication.

Responsibility:

The Database Coordinator reports directly to the Development Manager of Atlanta Ronald McDonald House Charities and is evaluated annually.

Approved:

 Director of Development

 Date

Accepted:

 Development Coordinator

 Date