



POSITION DESCRIPTION

Position Title	Department	Reports to
Database Manager	Development	Major and Planned Gifts Director
Employment Classification		Work Environment
<input type="checkbox"/> Temporary <input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time	<input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/> Exempt	<input type="checkbox"/> In Person <input checked="" type="checkbox"/> Hybrid
Positions Supervised	Salary Range	Revised Date
None	\$67,000- \$72,000	January 2025

ORGANIZATIONAL OVERVIEW

Grand Rapids Community Foundation leads Kent County in making positive, sustainable change. With its endowment, the Community Foundation supports local nonprofits, leads significant social change and helps donors achieve their philanthropic goals. Guided by our North Star, we believe for West Michigan to grow and prosper, we must ensure that everyone can apply their talents and creativity to fuel our future. By connecting across perspectives and overcoming inequities, we can build and sustain an inclusive economy and thriving community.

POSITION SUMMARY

The Database Manager will work closely with the Development team and act as a key resource in extracting information from the AkoyaGo database. They will monitor, evaluate and troubleshoot items related to the database, and work collaboratively to identify solutions to maintain its integrity. The Database Manager will have primary responsibility for preparing reports, generating lists, coordinating mailings, and gathering information that measure the performance of the Development department. They will oversee the Community Foundation's annual appeal process, identify and implement strategies to steward annual donors to the community endowments. The Database Manager will also be responsible for administering the Community Foundation's research activities on prospective donors. Responsibilities may also include direct interaction with donors and prospects.

The Database Manager will have an extraordinary understanding and commitment to the Community Foundation's North Star. They will have experience working effectively with persons from various cultural, social and ethnic backgrounds. They will have a demonstrated ability to work in a collaborative setting, effectively communicate around sensitive issues, a highly developed cultural awareness and the ability to be an active listener.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The essential functions include, but are not limited to the following:

- Act as a resource for team members on AkoyaGo database and support initiatives that drive the development of a data driven culture. Establish processes, procedures and database code structure to support the Community Foundation in maintaining high standards of data accuracy, efficiency, and integrity. To ensure organizational bench strength and consistency, collaborate with key team members on critical database processes and practices. Oversee accurate data entry and provide organizational direction on data management issues and data entry best practices. Provide expertise on cross-departmental data sharing and management including reconciliation of data, data sharing, and data integration.

- Ensure integrity of gift entry through validation of gifts and payments. Assist Finance and Administration department with the reconciliation of financial side of gift records.
- Develop and deliver reports that measure development performance, including dashboard and reports for Board of Trustees. Utilize data and metrics to benchmark efforts, inform strategic and tactical decision-making, and identify solicitation and cultivation opportunities. Utilize the database and other data analysis tools for development, and in partnership with philanthropic services, for report creation, information export and imports, mailing lists, etc.
- With a goal of incremental increases in annual donor retention rates, lead annual giving and donor stewardship activities to retain donors and grow community endowments. Inform and implement segmentation strategies and mailing timelines. Manage bulk mail logistics.
- Manage the Community Foundation's prospect research system and lead efforts to research, identify and rank prospective donors. This includes adding qualified prospects to the database by researching and analyzing data available through online and print sources. Research database of current donors to identify prospects that are candidates for additional cultivation. Compile research profiles on prospects as requested. Assist with assigning standardized ratings to prospects based on financial capacity and engagement.
- Keep up to date on technology trends within the community foundation field to ensure the Community Foundation's awareness and possible application of relevant new technology.
- Attend and support development related meetings and development or organization-wide events as assigned.

QUALIFICATIONS

- A broad understanding of annual and major gifts fund raising as well as a basic understanding of planned giving concepts.
- High degree of technical competency including advanced proficiency in MS Office products. Advance knowledge of Microsoft Excel for data analysis and reporting.
- Advanced experience with databases and data entry; Microsoft Dynamics 365/AkoyaGo experience strongly preferred.
- Demonstrated project management skills and ability to meet deadlines with a high level of organization and attention to detail.
- Highly motivated, self-starter with the ability to make informed recommendations.
- Commitment to accuracy, problem solving and exceptional customer service
- Ability to contribute to a work environment in which collaboration, respect and honesty are valued. Excellent interpersonal skills are needed.
- A strong sense of integrity, work ethic and ability to manage confidential information with discretion.

EDUCATION and EXPERIENCE

- Bachelor's degree or equivalent experience in a related field.
- Minimum three years of progressively more responsible experience in database management or fundraising areas.
- Experience and knowledge of the nonprofit sector and community foundations are preferred.
- Certification or training in database management a plus.

ORGANIZATIONAL COMPETENCIES

All team members are required to uphold the values and vital behaviors of Grand Rapids Community Foundation.

- **Values:** Integrity, Excellence, Inclusion, Sustainability and Bold Aspirations

- **Vital Behaviors:** Give & Receive Openly, Build Trust with Each Other, Create Brave & Safe Space, Embrace Vulnerability and Accountability

Team members are required to comply with the policies, procedures, and safety programs of the Community Foundation as well as follow all state and federal laws and regulations, including but not limited to those related to donor rights, confidentiality, and the Health Insurance Portability and Accountability Act (HIPAA).

WORKING CONDITIONS

- Accomplish essential duties and responsibilities collaborating with team members in a hybrid office environment.
- Communicate and exchange information accurately and timely through in-person and virtual interaction.
- Remain in a stationary or sitting position at least 60% of the time.
- Occasionally move about inside the office for meetings and to access files, printers, etc.
- Constantly operate a computer and other office equipment.
- Occasionally position self to access and maintain files in cabinets.
- Occasionally move or lift items weighing up to 20 pounds.

OUR COMMITMENT

Grand Rapids Community Foundation is an equal opportunity employer committed to hiring and retaining a diverse workforce. We support and comply with applicable state and federal laws prohibiting discrimination in the workplace.

Grand Rapids Community Foundation strives to actively demonstrate our commitment to diversity, equity, and inclusion and the pursuit of racial, social and economic justice in all aspects of our organizational culture and operations, internally and externally. It is the expectation that our team members, committees and Board of Trustees share this commitment and continuously work to deepen their understanding in these areas.

Note:

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

REVIEWED WITH EMPLOYEE BY

Signature: _____ **Name (print):** _____

Title: _____ **Date:** _____

REVIEWED WITH ACCEPTED BY

Signature: _____ **Name (print):** _____

Title: _____ **Date:** _____

The company is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.