

Feeding Southwest Virginia

Job Description

Position Title: **Annual Fund & Data Manager**
FLSA Status: Non-Exempt
Salary Grade: 10
Department: Development
Location: Salem Facility
Supervisor: Chief Development Officer
Supervises: None
Revised Date: 1/1/2020

Position Purpose:

The Annual Fund and Data Manager will support the mission of Feeding Southwest Virginia and is responsible for managing the accuracy and efficiency of a constituent database management system, providing development donor services, office operations and administrative support for communications and fundraising programs. Reporting to the Chief Development Officer, the Annual Fund and Data Manager works closely with the Director of Corporate Relations Development Officer and Director of Marketing and Communications to support and execute strategies to achieve goals for annual fundraising results.

The Annual Fund and Data Manager is responsible for tracking and implementing all functions of a comprehensive donor management database system including: 1) data entry, integrity and management, 2) gift processing and acknowledgement 3) donor services and recognition 4) reports, analysis and financial reconciliation. As the steward of the Annual Fund campaign, this position includes the following:

- Direct and execute strategic direct mail, digital and email solicitations that includes donor acquisition, gift renewal and upgrades.
- Manage staff and liaise with vendors, agencies, freelancers and other external suppliers/contactors to develop creative and execution of all direct solicitation marketing campaigns.
- Integrate fundraising efforts across all channels for effective fundraising success and collaborations.
- Monitor and manage collaborations with Feeding America national network for shared acquisition direct mail and digital solicitations and to maintain donor suppression, ownership and record integrity.

Reporting to the Chief Development Officer, the manager coordinates the daily office operations of the Development department, serves as a liaison with the departments of Finance and Volunteer Services, manages the office budget, arrangements for meetings and travel, correspondence and other tasks as assigned.

Position Essential Functions and Responsibilities:

To be successful in this role, an individual must be able to perform in a satisfactory manner the functions or responsibilities listed below.

Position Responsibility (Expected Work)

1. As the Annual Fund and Data Manager, he/she will demonstrate a professional demeanor in interactions with all FSWVA staff, agencies, donors, government officials and the general public.
 - Keep informed and consistently practice the policies and procedures of Feeding Southwest Virginia, Feeding America national office regarding compliance.
 - Possess knowledge of Feeding Southwest Virginia and all programs.
2. The Annual Fund and Data Manager reports directly to the Chief Development Officer and is responsible for the daily operation and management of a constituency data base records system:
 - Manages data collection, imports and outputs utilizing the DonorQuest software.
 - Insures data integrity by monitoring reports and performing ongoing data record maintenance.
 - Responsible for the current database selection criteria and coding to insure effective tracking of fundraising efforts, donations, campaigns, solicitations, gift types, restrictions and donors' characteristics.
 - Maintains confidentiality relating to database records, as well as manages the donor database file addresses, contacts information and gift entries.
 - Coordinates overall departmental data needs, training, and users' support of DonorQuest software.

Gift Processing and Acknowledgments:

- Develops and executes methods to standardize and streamline gift entry and processes for donor acknowledgments, receipts and invoicing.
- Responsible for daily data entry and accurately processing individual gifts and records in an efficient, timely and accurate manner.
- Prepares, prints and distributes all thank-you receipts and acknowledgement letters in a timely manner for individuals, corporations, foundations, and organizations.
- Integrates online donations and accurately process monthly donors, credit card donors, memorials and honorariums.
- Reconciles daily deposits and giving reports with the Department of Finance.
- Secure gift-in-kind valuations from the Department of Finance for gift entry and donor acknowledgments.

Donor Services:

- Monitors various communication channels to serve as a point of contact for donor inquires responses and concerns.
- Coordinates with Development staff to insure that all donors are thanked, recognized and communicated with multiple times during the year.
- Maintains special gift codes tables and lists for monthly giving, donor recognition, donor capacity, occupational and biographical information.
- Supports corporate relations in events sponsorships and annual partnership programs tracking invoicing and renewals.
- Maintains donor mailing frequency preferences and “do not solicit” lists.
- Prepares pledge reminders and soft credit acknowledgments.
- Manages corporate matching programs and certifies donations to employers in a timely fashion.
- Manages crediting and acknowledging United Way donations, employee giving, donor directed, or donor advised, and retirement fund donations.
- Responsible for coordinating the Neighborhood Assistance Program with the Virginia Dept. of Social Services, processing donor application, communicating filings with donors, and tracking credits awards. Providing credit log reports as needed. Assuring annual request applications are submitted. Attends annual training meetings.
- Supports development staff in preparation and execution of special communications and events including developing event and invitation lists, production of letters and invitations, managing RSVP’s and event day details.

3. Under the guidance of the Chief Development Officer maintains and follows effective processes for office communications and administrative procedures.
 - Works with team to maintain schedules for DonorQuest maintenance, updates, direct solicitations, query reports and segmentation of records for weekly, monthly, quarterly donor/donation tracking.
 - Prepares data segmentations and analysis for statistical reports for the monthly Dashboard, regular committees and quarterly board meetings, and national Feeding America’s annual Network Activity Report, as well as other reports as requested.
 - In collaboration with the Director of Corporate Relations Development Officer, coordinates data segmentations, exports and migrations for annual fund digital and direct mail/response vendors, provides tracking results for reports, and coordinates logistics to follow established timelines and deadlines.
 - Performs data queries and mail merges, prepares bulk mailings and solicitations.
 - Manages temporary or volunteer staff that may be brought on for busy season gift processing and responsible for entry accuracy.
 - Maintains effective and timely office records and financial data, and adhere to proper administrative procedures and processes as pertaining to development responsibilities.
 - Manages the Development office budget, processes purchase orders, produces overall budget expenditure reports, and supports the yearly budgeting process.
 - Maintains office inventory and orders for general supplies.
 - Provide administrative support for staff and committee meetings – managing communications, preparing venues, agendas and materials, providing minutes, and correspondence.
 - Assist in updating departmental SOP’s.
4. In working as a contact for the organization, demonstrates a professional demeanor in all interactions with donors, visitors, volunteers, staff and the general public.

- Communicates professionally and effectively with a variety of personalities and situations requiring tact, good judgment and resolution.
- Develop communication skills with co-workers to understand and articulate the need for support.

Diversity:

Demonstrate a core value of diversity by modeling and ensuring diversity and cultural competency (respect, inclusiveness, reflecting, valuing and welcoming of cultural differences) in all position responsibilities regardless of age, color, disability, gender, gender identity or expression, social class, marital status, national origin, race, ethnicity, religion, sexual orientation, veteran's status, nationality, age, language, origin or employment status.

Other functions:

- Promote a cooperative spirit within the organization and among internal and external participants.
- Perform other duties as assigned by the Chief Development Officer, and the President and CEO.

Interface: Responsible in maintaining positive relationships.

Interactions with Individual, Foundation and Corporate Donors, Product, Printing, Services and Software Vendors. Technical User Groups, State Associations, Community and Civic Organizations, Virginia Department of Social Services, Feeding America, Financial Professionals and key contacts.

Minimum Skills and Qualification required to capably perform in the position.

Training, Education and Experience:

Education:

- Associate's Degree with Accounting coursework or training or equivalent combination of education and experience required. Prefer a Bachelor's Degree.

Experience:

- 2 years constituent record management experience or training preferred.
- 2 years of demonstrated strong executive office setting experience or training required.
- 2 years of strong customer service experience required.

Knowledge, Skills and Abilities:

- Capable of demonstrating exceptional analytical skills in reporting and data tracking.
- Knowledge of fundraising principles and practices and previous experience in non-profit or educational fundraising, marketing or sales setting desired.
- Interested in the non-profit, human service field and be willing to dedicate his/her talents and skills toward successfully serving those less fortunate.
- Position requires a high-degree of professionalism, trustworthiness and ability to handle highly confidential information.
- Demonstrated ability to work independently and meet deadlines while managing multiple tasks and changing priorities required.
- Ability to react to time sensitive matters, as well as manage complex long-term initiatives.
- Strong interpersonal skills and ability to interact with internal and external audiences are required.
- Ability to develop and maintain productive working relationships with staff and from all areas of the organization is necessary.
- Ability to react to time-sensitive matters, as well as manage complex long-term initiatives.
- A strong customer service ethic and keen interest in creative approaches to individual and team management a plus.
- Limited occasional evening and weekend work required for special events.

Allowable Substitutions: Combination of education, experience, and/or training that provides the required knowledge and skills for the position may be considered in lieu of education and/or experience at the company's discretion.

Language Skills:

- Must have excellent written and verbal communication skills with demonstrated ability to communicate effectively and convey concepts in an understandable way.

- Ability to communicate effectively with all staff members.

Mathematical Skills:

- Ability to perform basic math and accounting functions.

Technical/Computer Skills:

- Must have excellent experience in advanced computer skills and be capable of demonstrating exceptional analytical skills in reporting. A proficient use of Microsoft Office Suite products such as Word, Publisher, Power Point and Excel are required.
- Capable of learning and independently operating equipment required for the position including but not limited to printer, multi-use copier, postage machine and phone system.

Other Skills and Abilities:

- Ability to maintain confidentiality at all times.
- Ability to work with people of diverse backgrounds.
- Must be reliable and dependable.
- Maintain compliance with established Food Bank directives, policies and external regulations.

Licenses and Certificates:

Valid Driver's License and own transportation to work required. Must maintain a safe driving record in driving company vehicles.

Team Commitment:

Considers the benefits and consequences to the team when taking action, openly shares ideas and information with others, effectively completes work activities with and through others, helps others achieve goals and complete work to meet the needs of the team and the organization. Criticizes actions, when necessary, not people and effectively negotiates win-win outcomes.

Flexibility:

Be willing to work overtime and mandatory days set forth by the organization on short-notice. Be willing to work flexible coverage as needed.

Physical Demands:

The demands described here are representative of those that must be met by an employee to successfully perform the functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the tasks outlined in this job description.

The position operates primarily in an office setting within the food bank. This position requires sitting at a desk and in meetings for long periods of time and involves extensive computer work with frequent interruptions. Vision abilities required include close vision and the ability to adjust focus. Routine travel to functions and special events is normal, which requires driving. Occasionally, may be required to respond to organizational needs outside of normal working hours. The employee may be required to walk, stand, push, pull, lift bend, and carry objects up to 30 pounds. With forklift traffic in the facility and product stacked and stored throughout, this position requires someone who is mobile and who can hear and watch for traffic and normal hazards of a warehouse environment. Occasionally, conducts work in an external environment. Conducts work in a fast paced and deadline driven environment.

Work Environment:

Feeding Southwest Virginia is an equal opportunity employer and embraces a philosophy that recognizes and values diversity. Our goal is to attract, develop, retain and promote a talented diverse workforce in a culture where all employees will contribute to their fullest potential. This description provides information regarding the essential function of the designated job, and the general nature and level of work associated with the job. It should not be interpreted to describe all the duties whose performance may be required of such employees or be used to limit the nature and extent of assignments the individual may be given. This job description is not an employment agreement or contract.

I understand the requirements of the job.

Employee: _____
(Please print name)

Date: _____

(Employee Signature)

Supervisor: _____
(Please print name)

Date: _____

(Supervisor Signature)