



**People's Resource Center
Job Posting**

*MEETING OUR COMMUNITY'S NEEDS
NEIGHBOR TO NEIGHBOR*

Donor Database Specialist

POSITION OVERVIEW

PRC is hiring a full-time (40 hours/week) Donor Database Specialist to maintain and utilize an accurate and effective donor database, and prepare reports from client database to support fundraising activities and strategies. The primary office location is in Wheaton but there may be traveling to Westmont location. Candidates must be available to work occasional evenings and weekends and have own transportation.

ESSENTIAL FUNCTIONS OF THE POSITION

- Maintain Raiser's Edge CRM database to ensure high level of data accuracy, integrity and quality
 - Work with Finance Department to identify best practices for receivable gift data entry
 - Input donor and gift related information to provide organizational consistency
 - Perform regular database maintenance tasks including but not limited to opt outs, returned mail, consolidation of records
 - Create and maintain data entry definitions and standardized database practices
 - Identify and implement internal controls procedures
 - Work with Finance Department to routinely reconcile to general ledger
 - Supervise volunteers assisting with data entry and other Raiser's Edge tasks
 - Continuously identify new and improved methods to increase the efficiency and efficacy of the donor and gift processes
- Provide support and training to employees and volunteers in the use of Raisers Edge
 - Stay current on upcoming enhancements to functionality and changes within Raisers Edge
 - Serve as subject matter expert for Raisers Edge to employees and volunteers
 - Prepare training and orientation documents based on user needs
 - Orient new users based on expected use of Raisers Edge
 - Provide specialized training in response to changing roles, business processes and database functionality
- Provide accurate and timely support to the development function
 - Produce and distribute acknowledge letters and other routine donor communications including but not limited to new donor packets, pledge reminders and tribute notifications
 - Generate and segment queries and data files for constituent communications including but not limited to appeals, events, e-blasts and newsletters
 - Create and produce donor or gift reports as requested
 - Respond to donor inquiries in a prompt and courteous manner
 - Assist in the acquisition and maintenance of prospect data and prospecting initiatives
 - Provide support to fundraising events as requested
- Prepare and distribute reports from client database to support fundraising activities and strategies
 - Establish, document and maintain best practices for writing queries and producing standard business reports
 - Compile data into standard business reports (monthly, quarterly and annual client utilization, impact and demographic reports)
 - Review reports and alert program staff of data inconsistencies or inaccuracies
 - Collaborate with program staff to identify solutions

POSITION REQUIREMENTS

Education and Experience

- Bachelor's Degree required
- 3 years large volume donor database administration, query, and report writing experience required, Raiser's Edge preferred
- Experience creating queries, creating pivot tables and producing reports in MS Access and Excel required
- Professional Raisers Edge Certification a plus
- Experience working with volunteers a plus

Essential Skills, Knowledge, and Abilities

- Have an acute attention to detail; strives for 100% accuracy
- Must be a task oriented person that is highly organized
- Ability to multi-task in a deadline driven work environment
- Ability to work in an environment of constant demands and frequent interruptions
- Strong verbal and written communication skills
- Ability to exercise professional judgment to resolve moderately complex problems
- Ability to effectively present information and respond to questions from donors, volunteers, general public and employees.
- Ability to maintain and process confidential information professionally
- Ability to identify improvements to make work more efficient
- Ability to provide excellent customer service to both internal and external customers
- Computer literate: Proficient in Word, Excel, Access, Outlook, Raiser's Edge and Internet search engines

All candidates must be committed to PRC's mission, vision, and community focus; enjoy working in a social service organization and with clients and be able to work independently, with a team, with volunteers & with diverse groups of people.

APPLICATION PROCESS

To apply, please send your resume, cover letter and salary expectations to resumes@peoplesrc.org.

APPLICATION DEADLINE: FRIDAY, FEBRUARY 26, 2016

No phone calls, no faxes please. People's Resource Center is an Equal Opportunity Employer

This job posting can also be found on our website www.peoplesrc.org - About Us - Employment Opportunities

Donor Database Specialist

ORGANIZATIONAL OVERVIEW

In 1975, a small group of families established People's Resource Center (PRC) to help their neighbors struggling with hunger. PRC's founders sought to do more than start a food pantry. They wanted to help people overcome the isolating experience of poverty in the suburbs and build a community that crossed socioeconomic divisions.

Today, with the support of 2,200+ community volunteers and 39 employees, this grassroots organization serves over 31,000 low-income residents of DuPage County annually with both basic needs assistance and empowerment programs that help put economically struggling families on the path to self-sufficiency. PRC's current client load is triple the number served 10 years ago due to growing poverty, cuts to government-funded human services programs, low wages, and high rates of unemployment and underemployment among low-income workers.

PRC's ongoing programs include the following: full choice food pantry, clothes closet, social services, homeless prevention services, job search assistance, adult learning and literacy, computer technology access and training, and art enrichment classes for children and adults. All PRC services are provided FREE to client families, eliminating cost as a barrier to access.

Basic needs assistance and empowerment programs are provided from 2 owned locations - Wheaton, IL and Westmont, IL. Also, empowerment programs deliver services from over 30 partner locations throughout DuPage County.

Services are provided at an annual operating cost of \$2.8 million and over \$6.0 million worth of donated food, clothing, computers and other in-kind goods. This level of in-kind support from the community is vital to PRC's ability to continue to provide services since:

- 56% of food distributed comes from community in-kind donations. Only 8% comes from government commodities,
- 100% of refurbished computers distributed come from community in-kind donations, and
- 100% of clothes distributed come from community in-kind donations.

PRC has benefited from a successful history of fully funding operations with cash and in-kind donations, both of which have grown substantially in recent years. PRC's financial sustainability comes from its strong relationships with a diversified donor base. The local community continues to provide support in excess of 50% of expenses. A large majority of grants received by PRC have been renewed year after year through ongoing partnerships. No current or anticipated funder represents more than 6% of the cash budget, including the government. To ensure financial sustainability, PRC maintains reserves sufficient to meet six months' operations and has grown its endowment fund to more than \$1 million.

MISSION

The mission of People's Resource Center is to respond to basic human needs, promote dignity and justice, and create a future of hope and opportunity for the residents of DuPage County, Illinois through discovering and sharing personal and community resources.

VISION

People's Resource Center will be recognized in DuPage County for excellence of service, for well-integrated support services, for our neighborhood partnerships, and for advocacy that promotes just and sustainable communities.

VALUES

- Dignity and Respect: Recognizing the dignity of each person who comes to us, we create a welcoming and respectful environment in all of our programs and communication.
- Creative and Innovative: We express our mission directly. We try things in the community. We are willing to jump in to new areas in order to address an unmet need.
- Responsible Stewards: We welcome those who need resources, as well as those with resources to share.
- Compassionate: We listen, we encourage, we try to get to know our families, we provide some help and guidance, we advocate, in a spirit of kindness and compassion.
- Integrity: We place a high priority in living out of our principles, in our relationships, programs, and organizational practices.