**JOB DESCRIPTION**

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| JOB TITLE: | Development Database Analyst | **DATE:** | 8/10/2020 |
| PROGRAM / DEPT: | IT and Innovation | **REPORTS TO:** | Director of Innovation and Continuous Improvement |
| DIVISION: | Administration |  | **SUPERVISOR OR MANAGER:**  |  No |
| STATUS: |   Full Time (40 hours per week) | **FLSA STATUS:**  |   Exempt |
| NON-UNION or UNION: | Non-Union | **UNION CLASSIFICATION:** | N/A | **UNION TITLE:** | N/A |

**PROGRAM & POSITION SUMMARY**

Catholic Charities is one of the largest, most comprehensive human services agencies in Northern California, reaching more than 35,000 individuals a year in San Francisco, San Mateo, and Marin counties. We are an integral part of our communities, helping bolster and empower our neighbors – single mothers, homeless adults and families, adults with disabilities, seniors, children and youth, and immigrants – when they need help, solutions, and hope. We are compassionate caregivers, ardent advocates, and champions of those in need. If you are eager to have a substantive impact on the lives of others and the health of our community, apply for our Database Development Analyst. Join us as we change lives.

The Development Database Analyst is an essential position in the IT and Innovation group and is responsible for the Raiser’s Edge (NXT) database management and administration. The Development Database Analyst has strong problem-solving and organizational skills, works to meet deadlines independently, collaborates extensively with colleagues, and possesses a high level of accuracy and attention to detail. Primary functions include: maintaining and improving information of constituent records (individuals and organizations), data quality and integrity, data analysis, training, integration of other constituent related systems, and other donor support functions utilizing Raiser’s Edge NXT to assist in maximizing fundraising and donor stewardship effectiveness for Catholic Charities.

**ESSENTIAL DUTIES & RESPONSIBILITIES**

* Responsible for creating a culture of data quality by following and establishing quality assurance protocols, processes, documentation and training.
* Act as primary contact for all database related matters. Ensure that donors' records are accurate in database and maintain data integrity.
* Coordinate monthly reconciliation and annual audit requests with Finance department
* Provide data queries/reports for appeals, events, campaigns, mailings, newsletter, emails and other communications.
* Analyze constituent giving trends for stewardship and recognition purposes, as well as prospect identification.
* Conduct comprehensive prospect research on prospective corporations, foundations, and individual donors.
* Monitor trends in best use of database features to better accomplish Catholic Charities’ goals.
* Help to develop and execute digital fundraising campaigns. Partner with communications. department, regarding social media strategy, to convert digital followers to donors.
* Work closely with event staff to coordinate data with event software and cultivate information that maximizes ROI of events.
* Prepare relevant fundraising reports for Board of Directors and internal leadership.
* Provide technical support and training to database users to enhance end-user proficiency.
* Work with pertinent departments, oversee import and export of constituent information from other internal sources.
* Prioritize and accommodate competing requests for data and reports according to established priorities with IT and Innovation department.
* Nothing in this restricts management’s right to assign or reassign duties and responsibilities at any time (OR OTHER DUTIES AS ASSIGNED?)

**QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

**Education & Experience:**

* Bachelor’s degree and/or equivalent experience
* Three (3) or more years of Raiser’s Edge database administration preferred.
* Excellent project management skills and the ability to coordinate multiple projects concurrently
* Advanced proficiency with Microsoft Office (Word, Excel, PowerPoint) required.
* Experience with gift processing, posting and reconciling with finance, ideally in an environment with Financial Edge
* Familiarity with other database systems welcome.

**Knowledge, Skills & Abilities:**

* Highly organized, with exceptional attention to detail and accuracy and the ability to manage multiple deadlines efficiently and simultaneously
* Demonstrated organizational, time management and critical thinking skills, as well as attention to accuracy and detail to ensure data integrity and quality
* Resourceful, with the ability to solve problems creatively and with minimal supervision
* Excellent communication and interpersonal skills, with a welcoming and friendly demeanor and the ability to effectively translate and convey information, handle requests positively and quickly
* Familiarity and experience with direct mail, monthly and workplace giving and other grass roots fundraising techniques.
* Proactive interest CRM trends and innovative technology
* Ability to work with in collaborative environment as a valued team member
* Ability to work well with a variety of our external constituents as well
* High degree of proficiency and analytic skills relative to technology hardware and software
* Solid team player who is able to work well collaboratively on projects and when under pressure
* Proficiency in Microsoft Office applications including Word’s mail merge functions and Excel’s chart functions
* Ability to maintain confidentiality to protect the interests of our constituents and Catholic Charities
* Demonstrates the necessary attitudes, knowledge and skills to deliver culturally competent services and work effectively in cross-cultural situations.

**Clearances Required Prior to the First Day of Employment:**

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| Fingerprinting Clearance: **Required**  | TB Screening - Negative Tuberculosis Test:  **N/A** | First Aid Certificate: **N/A** |

**PHYSICAL REQUIREMENTS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

* Frequentbending, standing, stooping, kneeling, reaching, twisting, and walking
* Occasional lifting, pushing, and pulling
* Occasional repetitive motions: Making substantial movements (motions) of the wrists, hands, and/or fingers
* Light work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.
* The worker is required to have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; and extensive reading.
* Driving is required for this position.

If driving a car is required for a specified project, incumbent must have a valid California driver's license and be able to provide proof of DMV record and personal insurance (if required.)

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

* Noise level in work environment is usually moderate in accordance with a typical office environment
* Occasionally exposed to perfume or scents in personal care products used by employees and visitors

**DISCLAIMER:** The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

*CATHOLIC CHARITIES IS AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER and is committed to providing equal employment without regard to race, color, creed, religion, national origin, ancestry, age, sex, sexual orientation, gender identity, legal domicile status, veteran status, disability or AIDS/HIV status or any other characteristic protected under federal or state law.*

*Pursuant to the San Francisco Fair Chance Ordinance, we will consider for employment qualified applicants with arrest and conviction records.*