

**BOYS AND GIRLS CLUBS OF DORCHESTER**  
**DATABASE MANAGER**  
**JOB POSTING**

**JOB SUMMARY/PRIMARY FUNCTION:**

The Database Manager is responsible for overseeing strategic and accurate use of the customer relationship management (CRM) database at Boys & Girls Clubs of Dorchester ("BGCD") to support all donor-centric fundraising, membership, event management and accounting activities. This highly collaborative role will work closely with leadership volunteers, senior staff and the entire organization to help ensure all revenue generation goals are achieved. This position requires a highly organized critical thinker who values attention to details and has the ability to prioritize responsibilities in fast-paced work environment. This includes overseeing data structure, analysis, business improvements, accuracy, maintenance, clean-up, administration, and reconciliation. This position will also create systems (including Moves Management), policies and operating procedures along with dashboards and fundraising reports to inform BGCD's revenue generation goals and strategies across all fundraising activities including the capital campaign and general operating support.

**KEY ROLES: (Essential Job Responsibilities)**

- Lead and define our CRM strategy, create and execute personalized, multi-channel marketing campaigns to increase user retention and deliver against organizational goals.
- Working collaboratively with Development, Marketing/Communications, Events and Financial teams to execute project plans, resolve issues, manage project budgets, collaborate on training needs, and communicate to project team members, vendors, and key stakeholders.
- Establish policies and procedures to ensure data integrity.
- Review current database-related business processes and interfaces with Development, Marketing/Communications and Finance department users to streamline current procedures, identify improvements and ensure accuracy.
- Serve as the primary liaison to Raiser's Edge and future systems for technical support and training.
- Extract and analyze prospect and donor information to support meeting campaign and development fundraising goals.
- Develop and produce a suite of fundraising reports and user-friendly dashboards that monitor progress to goal and assist volunteers with prospect management and stewardship.
- Partner with all staff and volunteers on the use of data in solicitation efforts including individual solicitations, institutional giving, events planning and direct marketing.
- Prepare reports and participate in BDF campaign steering committee meetings.
- Provide excellent service in the areas of gift administration, donor relations, and development data and reporting.
- Oversee use of the development information systems, including all aspects of data maintenance, staff training, security and integrity audits, and record-keeping.
- Oversee the data entry process to ensure gifts are recorded, coded correctly and stewardship is tracked accurately and completely.
- Trains new and current staff, proactively when necessary and at their request, on the effective use of data management tools to meet business needs.
- Assists with other projects and duties as assigned.

**EDUCATION AND EXPERIENCE QUALIFICATIONS:**

- Bachelors' degree required.
- 4 + Years of working experience with Raiser's Edge, Donor Perfect or another CRM
- Experience with Raiser's Edge or Donor Perfect strongly preferred.
- Experience with developing and implementing CRM programs.
- Familiarity with non-profit practices strongly preferred.
- System Administration experience preferred.
- Experience in Development Operations with a proven track record of capital campaign experience, preferred.

**SKILLS:**

- SQL
- HTML/CSS is a plus
- Strong verbal and written communication skills with experience documenting complex business processes.
- Public speaking and presentation skills required.
- Highly motivated leader with the ability to take initiative and work as a team player.
- Strong knowledge of principles and best practices of major gift fundraising and donor stewardship with a track record of working closely with volunteers.
- Project management and problem-solving skills.
- Strategic planning skills and ability to set priorities, multi-task and plan work.
- Ability to interface effectively across all levels of the BGCD and BDF campaign community, including: executive management, staff, board members, donors, volunteers and friends.
- Demonstrated high standards of ethics and integrity.

**PHYSICAL REQUIREMENTS/WORK ENVIRONMENT**

No unusual physical requirements. Requires no heavy lifting, and nearly all work is performed in a comfortable indoor facility. Job frequently requires sitting, standing, walking, handling objects with hands, talking, hearing, typing and looking at a computer screen. Job occasionally requires reaching and lifting up to 10 pounds.