



*"Together, we create life-changing wishes for children with critical illnesses."*

## **JOB ANNOUNCEMENT**

**Database Manager – Full Time/Exempt**  
**Make-A-Wish Orange County and the Inland Empire®**  
**Salary: \$64,480 – 70,000**

At Make-A-Wish Orange County and the Inland Empire, we grant life changing wishes to children with critical illnesses. The Database Manager is a vital position within the Make-A-Wish Orange County and the Inland Empire team and plays a critical role in our stewardship efforts to our donors and our local community. This person supports the strategic use of data, analytics, and reporting for the Development team to help the organization make more informed and more effective decisions. This position will report into the Chief Development Officer and collaborate with colleagues throughout the organization. We are looking for a highly talented, passionate, and experienced manager who is data-driven but can also harness that data to transform and optimize the way our organization works.

### **Essential Job Functions and Responsibilities:**

#### **Data Management:**

- Cultivates the CRM database for our Chapter and ensures that records are accurate, thorough and optimized for the Development team's efforts in remaining knowledgeable and current with our generous donors.
- Facilitates the data mining needs for the Development team through prospect research and management as well as complex donor analytics; develops standard reports and procedures monthly and on an ad hoc basis including solicitation reports, portfolio status reports, donor stage reports, etc. for utilization of information.
- Conduct trainings on our database systems for the entire team on a regular basis to improve data integrity and empower colleagues to be self-sufficient for regular data requests.
- Maintains documentation on prospect/donor records, ensuring that it is comprehensive, current and user-friendly.
- Proactively identifies opportunities to capture additional efficiencies and information within database – utilizing ethical intelligence-gathering techniques and handling information on donors/prospects accurately and confidentially.
- Maintain and improve processes to ensure efficiencies and productivity for gift entry, mail processing, event donations, credit card transactions and in-kind processing.

#### **Reporting:**

- Create and oversee the PowerBI infrastructure for the revenue data by uploading publishing and providing additional reporting/support to Senior Leadership, as needed.
- Provide online reporting to ensure donor are recognized and stewardship by the development team.
- Create and maintain Key Performance Indicators (KPIs) and other metrics to be used to report on health of data and donor care related activities.
- Generates and maintains time-saving dashboards and reports that provide clear and concise insight into donor trends and meaningful analyses around retention and segmentation of our donors.
- With a high level of accuracy, responsible for gift processing including reviewing and recording gifts, assigning financial codes, understanding donor's intent, and data entry into the database.

#### Development:

- Manage processes for donor outreach with specific focus on individuals, family foundations.
- Provide necessary reports to Chief Development Officer and CEO to facilitate Moves Management/Relationship Manager meetings and activities.
- Provide donor lists/ mailing lists for email solicitations and stewardship activities
- Assists development team members in assessing funding sources by analyzing historical giving patterns, researching donor giving capacity and locating donor contact data as needed.
- Assists in implementing stewardship plans which includes the following core components: donor acknowledgements, stewardship materials, impact reports, and donor community recognition.
- Enhances the knowledge of the Chapter around existing tools and systems, and research/learn other tools not currently being utilized or subscribed to. Provide input as needed to help assess ROI and user friendliness as needed.
- Employ the use of third-party data management and reporting tools (ex. AES, PayPal, National Office service/resources).
- Ability to compile and organize accurate findings and data before presenting it to management

#### **Job Skills and Qualifications**

- Bachelor's Degree or higher in Data Management systems, Data Analytics and Data Quality Management
- 5 years' experience donor or data management, nonprofits, and/or volunteerism
- Proficiency in Salesforce
- Excellent attention to detail
- Ability to maintain confidentiality
- Exercise independent judgement through strong problem solving and decision-making skills
- Ability to work independently with limited supervision
- Strong organizational skills to prioritize and perform multiple tasks seamlessly to achieve high performance goals and meet deadlines in a fast-paced environment.
- Strong business acumen with ability to build effective business relationships throughout all levels of the organization and external contacts
- Ability to prepare and maintain reports in an accurate, complete, and timely manner
- Ability to meet attendance requirements including occasional weekend and after hour events
- Well-versed in Microsoft Office Suite and Adobe Creative Cloud
- Ability to speak, read, and write in English.
- Requires a passion for and commitment to the work of Make-A-Wish
- Requires reliable transportation, the ability to lift 25 pounds in and out of a vehicle, sit and work at a computer or stand for periods of time.

Working safely is a condition of employment. Make-A-Wish Orange County and the Inland Empire is a drug-free workplace. The employee will be expected to work the hours necessary to meet the position requirements.

Make-A-Wish is committed to championing diversity, equity, and inclusion, fostering an organization that is accessible and welcoming. Make-A-Wish is an Equal Opportunity Employer and provides equal employment opportunities to all candidates without regard to race, color, religion, national origin, age, sex, sexual orientation, gender identity, marital status, ancestry, physical or mental disability, veteran status, or any other legally protected characteristics. Make-A-Wish Foundation is committed to providing reasonable accommodations, as required by law.