



JOB TITLE: Development Database Administrator
DEPARTMENT: Development
REPORTS TO: Annual Giving Manager
SUPERVISES: N/A
FLSA STATUS: Exempt
SALARY RANGE:

SUMMARY

The Development Database Administrator is responsible for maintaining, managing and preserving the integrity of Make-A-Wish Hawaii's donor database (Salesforce). He/She tracks revenue through constituent data entry and management, gift processing and acknowledgement in an accurate and timely manner with a sharp focus on stewardship. He/She analyzes data to help inform decision making and supports portfolio management for frontline fundraisers.

PRIMARY RELATIONSHIPS

The Development Database Administrator has primary working relationships with the Chief Development Officer, Annual Giving Manager, and members of the Development Team. He/She also works collaboratively with finance and wish granting staff.

PRINCIPLE ACCOUNTABILITIES

Duties and Responsibilities:

- Manage data in Salesforce's donor database to ensure record accuracy and completeness:
 - Create and update constituent records
 - Record donations and pledges accurately utilizing appropriate appeal codes
 - Prepare donation reports for submittal to the Financial Services department
 - Generate donor acknowledgement letters and gift receipts for cash and in-kind contributions within the required timeframe
- Maximize the functionality of the donor database by identifying and implementing best practices to most effectively manage all stakeholder data
- Produce weekly gift and pledge reports for Development Team analysis
- Create queries, exports and customized reports for development and marketing purposes
- Develop and deliver ongoing stewardship reports to facilitate a donor-centered approach to enhance retention and upgrades
 - Use experience and discretion when determining donor pipeline recommendations to inform portfolio adjustments
 - Track, measure, and monitor donor giving pyramid and moves management system to enhance portfolio work

Development Database Administrator – Job Description

- Develop and deliver a system for revenue tracking, reporting, and forecasting which supports informed strategic decision making
- Provide Salesforce training and technical support to chapter staff and interns
- Serve as primary liaison on behalf of the Development Team with finance and accounting staff to ensure donor care policies, processes and procedures are maintained, updated, and adhered to
- Act as the primary lead for donor database projects, updates, and conversions, including but not limited to planning, implementation, and training of chapter staff
- Undertakes projects, as required, and performs other related job duties, as assigned

QUALIFICATIONS

- Bachelor's degree in business or related field or any combination of relevant experience and education that would contribute directly to the position
- Three to four years of database management or related experience required. Experience with Salesforce desired.
- Proficiency with Microsoft Office applications, particularly Excel, Word, and mail-merge functions
- Demonstrated ability to work with a high level of accuracy and manage confidential and sensitive information
- Excellent organizational, communication, interpersonal and time management skills
- Focused on providing excellent customer service to donors, external partners, chapter staff and other Make-A-Wish chapters
- Proven ability to work both independently and as part of a team, is self-motivated and proactive

The ideal candidate supplements his/her education and experience by possessing a passion for data and appreciating its impact on advancing Make-A-Wish Hawaii's mission.

ADDITIONAL DETAILS

The Development Database Administrator may work in office and/or remotely, Monday - Friday during normal business hours. He/She should also be available to support special events on evenings and weekends, as needed.

MAKE-A-WISH FOUNDATION OF HAWAII

Make-A-Wish Foundation of Hawaii is a 501 (c)(3) non-profit organization. Founded in 1982, our mission is to create life-changing wishes for children with critical illnesses. We are more than a great place to work — our work is life-changing. We are an inclusive and diverse group of people who, through a mosaic of backgrounds, thought and experiences, are united in purposeful work. We are fueled and guided by our values — values that are represented in the inspired people we work with and the transformational work we do every day.

To apply, please contact Shari Young, Director of Finance & Operations at syoung@hawaii.wish.org or 808-537-3118 x110