



Job / Position Title: Data Support Specialist
Department: Operations
Supervisor: Vice President of Finance & Operations
Status & Classification: Full-Time & Non-Exempt

Together, we create life-changing wishes for children with critical illnesses. From our humble beginnings with one boy's wish to be a police officer, we have evolved to be one of the world's leading children's charities, serving children in every community in the United States and its territories. With the help of generous donors and volunteers, Make-A-Wish Texas Gulf Coast and Louisiana grants more than 600 children's wishes annually.

Position Summary

Primary duties include prompt and accurate cash and in-kind gift entry in Sales Force and acknowledgment processing to ensure that donors are timely thanked and properly stewarded, serving as point person for gift entry and database administration support, running basic queries and constituent lists, supporting larger organization reporting efforts, and providing prospect research as requested. This position requires strong analytical skills, strong attention to detail and timely recording and receipting of donor gifts. Additionally, a demonstrated ability to provide administrative support and exceptional customer service with the ability to manage multiple projects in a deadline driven environment.

Duties and Responsibilities

GIFT PROCESSING & DONOR CARE – 50%

- Perform accurate and timely data entry into the CRM database Salesforce and ensure that acknowledgment letters are generated and appropriately matched to reflect appeal and/or source of gifts.
- Create new constituents, process gift deposit batches, track direct mail and online donations and enter airline mile donations.
- Enter soft credits for third-party sources including auto, event, workplace giving, and Make-A-Wish America initiatives (online, direct mail, etc.).
- Work with Development and Finance departments to code, track, and reconcile gifts for weekly and monthly reconciliation.
- Create, assemble, and file batch files.
- Approve all matching gift requests.
- Produce end-of-year giving summaries for donors who request once-yearly acknowledgement.
- Create and maintain Board giving scorecards or similar per CEO request.
- Conduct prospect research on new and emerging donors as identified/requested.

MISSION DELIVERY SUPPORT – 25%

- Supports Program and Development teams with research, reports, and database management.
- Enter in-kind batches of donated items and services related to wish granting.
- Send in-kind thank you letters to donors.
- Ensures timely follow up with program to make sure all in-kind is entered monthly.

REPORTS, DATABASE MAINTENANCE AND ENHANCEMENT – 25%

- Run basic queries, lists, exports and reports from database.
- Run monthly Benevity and DIY gift reports for the corporate development team.
- Assist with everyday data clean-up (address changes, standards, etc.) in Salesforce.
- Assist with building and editing PowerBI reports.
- Assist with financial grant reporting requirements for Development team.
- Performing other duties as required to support the Vice President Finance and Operations.

Qualifications

- Previous experience with data management or database maintenance strongly desired but is not required.
- Previous experience and/or understanding of Salesforce, and/or NetSuite is a benefit.
- High school diploma and 2 years of professional experience or equivalent combination of education and work experience.
- PowerBI familiarity and experience a plus.
- Exceptional attention to detail.
- Strong PC skills with proficiency in Word, Excel, Outlook, Teams, and SharePoint.
- Evidence of strong initiative, self-direction, flexibility and ability to complete tasks in a timely manner
- High level of sensitivity when dealing with confidential gifts and constituent information
- Ability to successfully work in a collaborative, team-oriented organization.
- Excellent customer service skills.
- Willingness to embrace change.
- Effectively work in partnership with other departments to achieve gift entry and acknowledgment processing goals.
- Commitment to the Make-A-Wish mission.

Physical Requirements

- Ability to sit and utilize computer for long periods.
- Physical agility to push/pull, squat, twist, turn, bend, stoop and to reach overhead.
- Regular attendance is an essential function of the job. Reasonable accommodations may be made to assist individuals with disabilities to perform essential job functions.
- Work onsite at least 3 days a week in a shared office space in Stafford, TX.

Join Our Team of Inspired People Transforming Lives

We are more than a great place to volunteer—our work is life changing. We are an inclusive and diverse group of people who, through a mosaic of backgrounds, thoughts 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.

We respect and ensure equal opportunity, regardless of race, religion, ethnicity, national origin, age, gender identity, sexual orientation, disability, perceived disability, and other legally protected.