



DONOR DATABASE & FINANCE COORDINATOR

POSITION DESCRIPTION

Black Arts MKE, Inc.

Donor Database & Finance Coordinator

Reports to: Executive Director, Chief Development Officer

JOB SUMMARY

The Donor Database Coordinator is responsible for the recording and acknowledgement of the organization's donor data and donations using the Bloomerang software package as well as coordinating data downloads and management. This position works closely with the Development and Finance teams. Primarily, they ensure efficiency and timeliness in processing donor information and donations using best practice techniques to maintain optimal data integrity. This position plays a key role in maintaining Bloomerang system integrity and maintaining donor communication and satisfaction through timely donor acknowledgement. As needed, assist the team with administrative and organizational duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Oversees management of confidential, computerized records of financial and in-kind donors, their giving histories, and other personal information.
- Acquire a high level of knowledge of Bloomerang.
- Pull data/documentation from web and prepare data files for import for online donations.
- Conducts system tuning, performance monitoring and database maintenance.
- Communicates with direct mail firm. Generate and provide data files for either solicitation or suppression of donors. Produce reports for each campaign.
- Troubleshoot problems, improve overall processes, and ensure deadlines can be met event during periods of heavy gift volume.
- Establish new fundraising reports and adapt ongoing reports to track giving levels, renewal rates, pledge collection deadlines, recurring gifts, and other data for ongoing campaign donors.
- Directly respond to donor inquiries and complaints, via phone, email or letter, including problems with checks, credit cards, EFT and stock gifts.

- Assist Finance with the execution of a monthly reconciliation of Bloomerang with general ledger.
- As workflow and time allows, assist Development team fundraising efforts with various special events and cause marketing as needed.
- Perform other duties as assigned.

QUALIFICATION REQUIREMENTS

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.

Knowledge, Skills and Abilities

- Experience with Microsoft Word and Excel, and Adobe suite necessary.
- Ability to learn Bloomerang.
- Database management experience preferred.
- Successful candidate will be a motivated, organized, resourceful and creative self-starter who is able to manage multiple projects and changing priorities on a tight deadline. Must be detail-oriented.
- Strong analytical and problem-solving skills.
- Availability to work evening and weekends as required.

Education and Experience

- Bachelor's degree preferred or equivalent related experience.
- Minimum of two years' experience in donor management system or finance database software.

Contact Responsibilities

- Will be required to communicate to the public, Board members, donors, customers, business contacts, vendors, elected officials and management on matters of business, schedules and meetings. Some of the information is highly confidential. Requires the use of tact and good judgment.
- Displays courtesy and sensitivity. Manages difficult or emotional situations. Meets commitments. Responds promptly to the needs of team members.
- Displays willingness to make decision. Exhibits sound and accurate judgment. Supports and explains reasoning for decisions. Includes appropriate people in decision-making process.
- Responds to requests for assistance. Follows instructions, responds to management direction. Takes responsibility for own actions. Keeps commitments. Meets attendance and punctuality expectations.

Language Skills

- Must have the ability to effectively relay information and respond to questions. Must have superior writing skills, and excellent communication, interpersonal and analytical skills.

Other Skills and Abilities

- Must have excellent computer skills.
- Valid Driver's License required.

Supervision

- Must be able to function with little or no supervision.

PHYSICAL REQUIREMENTS

While performing the duties of this job, the employee is frequently required to stand, walk, sit, kneel, bend, reach, climb grasp and key at a computer. While performing the duties of this job, the employee is regularly required to see, speak and hear. The employee must frequently lift and/or move up to 25 lbs. and occasionally lift and/or move up to 50 lbs.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those encountered while performing the essential functions of this job.

The noise level in the work environment is usually quiet.

This job description describes the general nature and scope of responsibilities for this position. Please note other duties may be assigned at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Salary – Competitive, commensurate with experience

Starting Date – September 2022

Interested individuals should send via email a cover letter with resume to:

Barbara Wanzo, Executive Director
Black Arts MKE, Inc.
929 North Water Street | Milwaukee, WI 53202 | bwanzo@blackartsmke.org

Black Arts MKE is an equal opportunity employer. People of diverse backgrounds are strongly encouraged to apply. This is a full time, salaried position.