

JOB DESCRIPTION

Date: January 2017
Position Title: Development Services Manager
Department: Development
Supervisor: VP of Development
Schedule: Full time
FLSA: Exempt



About Riverkeeper

Riverkeeper is New York's premier water quality advocate. Our mission is to protect the environmental, recreational and commercial integrity of the Hudson River and its tributaries, and safeguard the drinking water of nine million New York City and Hudson Valley residents. With an annual operating budget of \$4.5 million, Riverkeeper is a mid-sized not-for-profit operating in the Hudson Valley. This is an exciting opportunity to join a dynamic organization experiencing significant growth.

Position Summary

The Development Services Manager (DSM) will be an essential part of the Development team, managing and providing access to important donor information, and managing essential tools to help us deepen relationships with members, volunteers, and donors. The Development Services Manager reports to the VP of Development and will be responsible for the Development Services function within Riverkeeper to advance the efforts to build a growing base of support.

The DSM will manage and administer a Raiser's Edge NXT database. Duties include but are not limited to developing and implementing best practices and protocols for data management and utility. Additionally, a key project for the DSM in 2017 will be to implement a RELO Integration between Raiser's Edge and Luminate Online, with reduction of duplicates, accurate constituent engagement histories, and streamlining of gift entry as driving initiatives for success.

The DSM will manage gift processing and information services for Riverkeeper, which include: data administration and management, querying the database, reporting and information retrieval, biographical records maintenance, and data analysis; and will partner across departments to implement a system to move donors and prospects through a cultivation pipeline that works with all facets of development, membership, outreach and accounting. The DSM will collaborate with other Development staff to manage acknowledgments, mailings, and event lists. There is significant interaction with Finance, Membership, Outreach and IT staff to maintain data and information flow across the organization.

Specific responsibilities include, but are not limited to:

Raisers Edge:

- Data maintenance such as: cleaning up code tables, creating and inactivating Campaigns, Funds, Appeals, and Packages, checking for data integrity by human error such as typos etc., running Address Accelerator and Phone/Email Finder per terms of our contract to contribute to de-duplicating and data integrity
- Manage gift entry and processing via batch; Create all pledges and recurring gift records;

events records, etc.; maintains and audits gift entry protocol for consistency within Raiser's Edge and between Development and Finance bookkeeping

- Import, export, and update constituent data
- Create and run complex queries and exports for solicitations and engagement; using query and export (and Omatic Software's Record Radar as appropriate) to effectively segment and suppress appropriate donors based on coded characteristics
- Record interactions with constituents via Actions; and manage event attendance and assigned appeals
- Run Crystal Reports; develop and implement CR templates
- Maintain and update user security parameters
- List management with membership and other program staff for events, solicitations, legal efforts, acknowledgments, and programmatic updates, among others
- Be a resource to all RE users for training and best practices, creative problem solving

Other:

- Provide strategic insight in annual fiscal budgeting and projections, especially regarding reporting, continuity in bookkeeping practices, and identifying untapped potential prospects.
- Manage the relationship between Raiser's Edge and our online fundraising software, Luminate Online; running reports, pulling distribution lists, ensuring the programs are syncing properly, and that imports and exports of data between the programs run smoothly
- Collaborate with the Finance office on gift and pledge reconciliation and reporting, monthly and at calendar- and fiscal year-end. Provides data and documentation needed for annual audit
- Interface with Events company to manage Annual Gala lists, attendance, revenue, and post-event follow up on in-room pledges
- Partner with Outreach team to manage Volunteer information and registrations
- Process membership acknowledgments and assist with specialized acknowledgments for higher-level donors and for restricted or special gifts
- Facilitate in-house membership and outreach mailings, ultimately working to systemize these mailings, and ensure they are timely and on schedule
- Work with Membership Manager on strategy and giving analysis, as well as measuring and reviewing campaign performance to look for trends that could improve overall performance and efficiency of direct mail program.
- Create how-to and best-practices documentation for effective training and dissemination within the organization
- Be key point of contact with Blackbaud regarding all our products: Raiser's Edge NXT; Luminate Online; Blackbaud Merchant Services; and Blackbaud MobilePay credit card swipers
- Serve as liaison with the Information Technology representative on infrastructure and hardware issues to ensure ongoing satisfactory technical performance of the database system
- Maintain relationships with giving vehicles and matching gift portals such as iGive, Network for Good, Easy Match accounts, etc. to ensure credentials are up to date and gifts are received in a timely manner. Supervises gift entry staffer as they pull giving and donor reports for these portals and enter gifts per internal protocol
- Other duties as assigned

Ideal Qualities and Characteristics

The ideal candidate will be pro-active, detail-oriented, reliable and flexible. Must be able to collaborate with other staff and keep abreast on new technology advancements that could aid in our

fundraising efforts. S/ He will be innovative and entrepreneurial and must bring a level of excellence and best practices to the organization. The ability to meet deadlines, multi-task, troubleshoot software errors, train team-members, and work independently is a must.

Additional qualifications include:

- 5 years+ of progressively responsible experience in database management and development services, ideally within a non-profit environment.
- Technical experience with relational databases and reporting tools. Significant familiarity with programs such as Blackbaud Raisers Edge and Luminate Online and/or similar programs a must;
- Technical experience with email and marketing campaign programs such as Convio, Mailchimp, Constant Contact and others, and knowledge of best practices for using these programs in collaboration with the database, making sure the data is shared between them and communications are recorded appropriately
- Experience creating and running Crystal Reports strongly desired
- Demonstrated ability to manage complex support systems
- Familiarity and understanding of IRS regulations regarding tax issues and standards for reporting a must
- Proficiency in the use of current Microsoft Office software applications
- Strong analytic and organizational skills; ability to manage projects and workflow, using time and resources effectively. Ability to handle various projects on an ongoing basis while addressing daily needs for the office
- Excellent communications skills, including the ability to translate the needs of the Development staff within the database, reports, analytics and other technical output
- Ability to train/educate Development staff and others on database
- Respect for donor confidentiality and privacy BA/BS or equivalent required

Working Conditions

Requires some availability beyond regular office hours for cultivation events on evenings and weekends. Must be able to work in close quarters, in an open workspace.

This position is fulltime at 40 hours per week with full benefits. Salary is commensurate with experience.

Location: Riverkeeper is located in Ossining, New York, on Metro-North train line.

To Apply: Please send a cover letter with salary requirements and resume to Beth Allee at ballee@riverkeeper.org with "Development Services Manager" as the subject line. No phone calls please.

Riverkeeper is an equal opportunity employer and provides opportunities to all employees and applicants, regardless of race, color, religion, gender, sexual orientation, national origin, age, disability, and military status.