



**Title:** Database and Development Coordinator

**Type:** Salaried

**Salary range:** \$40,000 - \$42,000

**Deadline:** January 31, 2021

Avenues partners with youth experiencing homelessness to achieve their dreams, providing short-term and long-term supportive housing along with other supports for youth experiencing housing instability and homelessness. We strive to do that in a safe and nurturing environment through a social justice lens. Avenues seeks to support youth and young families while they define their experiences, life dreams, and futures. Our work takes into account historical trauma, systems of oppression, and intersectionality while being grounded in the power of resiliency, healing, and community.

The Database and Development Coordinator is part of the Development and Marketing Team, reporting to and working closely with the Director of Development. The position is the backbone of contributed revenue processes, leading and supporting donor database management and donor stewardship, in-kind giving, volunteers, and playing a critical role with prospect research and events.

This is an excellent opportunity for a highly organized, motivated, and collaborative individual who enjoys working with databases and using multiple giving technologies. You'll have great opportunities to build your fundraising career at a dynamic nonprofit that's well-respected locally and nationally for its work in youth development and social justice.

**ESSENTIAL RESPONSIBILITIES:**

**DATABASE MANAGEMENT AND DONOR STEWARDSHIP**

- Provide exceptional service and support to donors and staff by promptly responding to requests via phone, mail, or email; following up with donors to update credit card information.
- Record all gifts and pledges in the database (Donor Perfect Online) through uploads and manual entry, coding gifts to the appropriate general ledger, solicitation, and campaign.
- Access multiple third-party databases to extract data and then upload it to the donor database.
- Manage the process of acknowledging all gifts and pledges, including mail merging data, printing, and mailing.
- Ensure gifts are acknowledged in a timely manner.
- Work with finance and development teams to reconcile contributions on a bi-monthly basis.
- Design and run reports, including reports to support the development team in fundraising and stewardship, to support the finance team in gifts reconciliation, and to support the leadership in planning and decision making.
- Interpret report requests to determine the best way to compile and share the requested data.
- Examine, clean, and optimize data records and processes on a regular basis to ensure accuracy to eliminate duplicate records, and to maintain overall donor database integrity and accuracy of data imported into the database
- Assist with team prospect research and data management, as requested.
- Maintain processes for superior stewardship of current donors and prospective donors, including the new donor welcome process.
- Collaborate with colleagues on development strategies and providing ongoing support to the marketing & communications manager, giving manager, and director of development.

### **IN-KIND**

- Collaborate with development staff and program staff to identify in-kind gift needs; manage the online Amazon wish list ensuring that the list is routinely updated updates.
- Work with development staff to organize, and manage the holiday giving program, involving individual in-kind gift giving to each youth with Avenues during the December holiday season.
- Coordinate with development staff to steward in-kind relationships including mailed gift acknowledgements and invitations to upcoming events.
- Liaise with the Finance Department to ensure in-kind gifts record keeping is accurate.

### **VOLUNTEERS**

- Coordinate with development staff on volunteer applications and preparing volunteers for their roles with admin, facilities, and program (NOTE: might shift once volunteers can enter facilities).

### **OTHER**

- Team with other development staff to develop and implement donor cultivation opportunities.
- Assist with the annual fundraising event.
- Perform additional duties, as assigned.

### QUALIFICATIONS:

#### **EXPERIENCE**

- 1-2 years of experience working in donor database management with data entry, report building, and producing donor acknowledgement letters through a mail merge.
- Demonstrated experience working with donor database software; knowledge of Donor Perfect Online and Classy preferred by not required.

#### **SKILLS**

- Proficient in Microsoft Office and its applications including 365, Outlook, Word, and Excel.
- Excellent attention to detail and organizational skills.
- Communicates effectively in writing, in-person, and through phone and video conferencing with multiple stakeholder groups both internal and external.

#### **ABILITIES**

- High tolerance for multi-tasking and receiving feedback from multiple people while working within the context of an ever-changing nonprofit environment.
- Ability to work as a team member and independently.
- Cognizant of, and sensitive to, the needs of youth experiencing homelessness.
- Flexibility and willingness to work primarily remotely for the next six to nine months.
- Ability to lift 40 pounds and to climb several levels of stairs.

Avenues is an Equal Opportunity Employer. People of color, women, trans and gender-nonconforming people, and applicants with lived experience connected to Avenues mission are strongly encouraged to apply.

**HOW TO APPLY:** Send an application consisting of a cover letter (detailing interest in the position), resume, and references to Melissa Cuff at [mcuff@avenuesforyouth.org](mailto:mcuff@avenuesforyouth.org).