

Donor Database and Engagement Manager

Children's Scholarship Fund

New York City, NY

<https://talentmarket.org/job-opening/csf-donor-database-engagement-manager/>

About the Organization:

The Children's Scholarship Fund (CSF) is a national non-profit organization based in New York City that works to advance educational freedom for all children. For more than 25 years, CSF has provided children of low-income families with tuition assistance in grades K-8, while working to expand educational opportunities through education savings account programs and education tax credit programs at the state and national level. CSF relies on financial support from generous individuals, corporations, and foundations nationwide to fund our scholarships and operations. We are seeking a Donor Database Manager and Engagement Coordinator to join our NYC-based team who shares our passion for empowering all parents to choose how best to meet their children's education needs.

About the Role:

The Donor Database and Engagement Manager will work full-time in our offices in Midtown Manhattan and be part of a small, passionate, creative and talented team operating in an office culture characterized by high standards and cross-functional collaboration. The ideal candidate for this position is philosophically committed to ensuring that all parents have the ability to choose how best to educate their children, is experienced using Raisers Edge, and is a focused, detail-oriented, short- and long- term focused problem solver with excellent computer, office, and communication skills and a strong work ethic. This is a great opportunity to make a difference in children's lives as part of a small, passionate and talented team in an office culture characterized by high standards and strong team collaboration.

The Donor Database and Engagement Manager will report directly to the Vice President of Strategic Planning and Development and the CFO, and will assist the Director of Communications and the President with tasks as needed.

This is NOT a fully remote position, and will be in office during the first six months, with the opportunity to transition to a hybrid schedule thereafter.

The projected salary range for this role is \$60,000-90,000. This salary is contingent upon the specific skills and experience of the selected candidate.

Primary Responsibilities Include:

- Maintain and oversee day to day operations of our fundraising database and platforms, including Raisers Edge, Go Fund Me Pro, and Blackbaud Merchant Services, maintaining an accurate and clean data base, protecting the confidentiality of all personal and financial information, and ensuring that donor preferences are accurately tracked and updated in Raiser's Edge.

- Serve as development liaison with CFO and Controller on regular data export and import files prepared for both Netsuite and Raisers Edge, ensure corrections needed are made, and that all reconciliation processes, including exports and imports, are timely and accurately completed each month both in Raisers Edge and our Netsuite accounting system.
- Working with the development assistant, oversee processing and recording of all charitable donations, and entries into Raiser's Edge, including all data and gift entry, reviewing data weekly; making corrections as needed; and ensuring all gifts are properly and timely acknowledged.
- Run quarterly NCOA and coordinate with development team to ensure information is accurate and all records are up to date.
- Run monthly back-ups of Raisers Edge database.
- Coordinate with communications team monthly to update email addresses and ensure donor preferences are recognized in Mail Chimp and Raisers Edge for all mass email outreach.
- Run queries and reports for the development team, preparing and managing lists for all development outreach and cultivation programs.
- Create and maintain procedures for development-related data entry; use of apps, subscriptions, software, and other technology tools; Train users as needed.
- Serve as the lead CSF point person on the contract with RESolutions Tech to update Raiser's edge records and processes, ensure agreed upon improvements are implemented and new processes are documented on the shared (W) drive; schedule trainings as needed.
- Work with VP for strategic planning and development and development assistant to manage donor renewal lists, with an eye toward effective stewardship and retention. Maintain donor retentions list and actively participate in helping to retain all donors and meet agreed upon goals.
- Other duties as assigned.

Qualifications and Skills:

- 3 or more years of professional office experience with demonstrated fundraising experience required, including data entry.
- Degree from a 4-year accredited college or university preferred.
- Experience with Raiser's Edge and Microsoft Office programs, including Word and Excel required; Netsuite, Photoshop, and InDesign a plus.
- Strong proofreading skills.
- Highly organized and able to manage multiple ongoing projects with close attention to detail, among staff on-site and at remote locations.
- High level of productivity with demonstrated follow-through and success in managing multiple ongoing projects and tracking progress against specific and measurable goals.
- Willingness to learn and take on new responsibilities.

- Proactively keeps supervisor and team members informed of communications and activities that may impact team goals.
- Results-driven with a desire to create and manage systems and schedules to help themselves and the development and finance teams efficiently and effectively meet their goals.
- High level of enthusiasm, energy, and reliability.
- Willingness to be flexible and provide assistance where needed to help the overall organization accomplish its goals.
- Proactive problem solver and a self-starter with the ability to work individually and on a team.

To Apply:

To apply, qualified individuals should submit the following application materials in one PDF document:

- Cover letter including:
 - An introductory paragraph describing three distinct reasons you are drawn to Children Scholarship Fund's mission and how you came to those beliefs.
 - Salary requirements.
- Resume

Applications should be submitted to Talent Market via this link: talentmarket.org/apply-for-your-dream-job/

Questions can be directed to Savannah Murphy, Project Manager at Talent Market, who is managing the search: Savannah@talentmarket.org.

There is no application deadline for this position. Applications are accepted on a rolling basis. This job will remain posted on our site until it is filled.

While we thank all applicants in advance for their interest in this position, we are only able to contact those to whom we can offer an interview. Only direct applications will be considered. No phone calls, please.

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