



Position: Database Coordinator

Reports to: Development Manager

Status: Non-exempt, part-time

Summary

The Database Coordinator is responsible for database management, data entry, writing donor acknowledgments, and pulling reports for analysis.

Duties and Responsibilities

Database Management

- Process all incoming donations and ensure accurate input of donor information, including notes regarding restricted donations, relationships, events, and tribute donations
- Prepare thank you and acknowledgment letters for the Executive Director to sign in a timely manner
- Prepare thank you cards, birthday cards, or other event-related cards as necessary
- Review obituaries and send condolences to families of those who have named CHS as a recipient
- Maintain and create a variety of donor acknowledgment letters using stories highlighting how the donor's support helps our life-saving programs
- Enter monthly gifts and create a process to acknowledge as appropriate (i.e. workplace giving donations and Facebook donations)
- Enter constituent relationship building notes from fundraising meetings and activities
- Design reports and queries to assist in the general analysis of donor information and database maintenance
- Work with Development Manager to create strategies to engage and retain first-time donors and monthly donors, re-engage lapsed donors, and retain current donors
- Assist with reconciling the donor database with QuickBooks on a monthly basis

Other Duties

- Participate in development team meetings as requested
- Provide information for monthly board reports as requested
- Provide input on the annual budget
- Work cooperatively with all staff and volunteers to promote the CHS mission
- Provide monthly board reports as needed
- Perform other duties as necessary

Skills and Educational Requirements

- High school diploma or GED required. Bachelor's Degree or other relevant training preferred
- One to three years related nonprofit fundraising experience
- Experience with donor database management programs is preferred, however, training will be provided

- Confidence using computer systems and learning new software
- Strong written and oral communication skills
- Strong interpersonal skills, including the ability to communicate with and relate to people of all age groups across a wide spectrum of the community
- Willingness to discuss euthanasia, open-admission sheltering, and surrender of pets in a non-judgmental, non-confrontational, fact-based manner
- Ability to express organizational standpoints when serving as a CHS representative
- Ability to handle confidential or sensitive information with discretion
- Ability to function well independently and as a team member
- Ability to mediate and problem solve in the moment
- Excellent attention to detail; organization skills and ability to multitask

Physical and Time Demands

- Flexible working hours including evenings and weekends
- This position has a fairly regular schedule however hours will increase during certain times of the year, around events and campaigns
- Ability to work in a fast-paced setting with distractions
- Ability to work remotely
- Ability to work in the presence of animals, wildlife, strong odors, and cleaning solutions
- Ability to stand, walk, bend, and lift and carry materials up to 25 lbs
- Ability to handle stress
- Valid driver's license, clean driving record, and reliable personal transportation

Interested parties should submit a resume, cover letter, and references to hire@chesapeakehumane.org. Please include "Database Coordinator" in the subject of the email.