

Donor Database Specialist

Ventura Botanical Gardens is seeking a well rounded nonprofit professional with 3-5 years of comprehensive database experience to join our growing team. The Donor Database Specialist will play a key role in ensuring the integrity of our data systems in order to serve Garden members and donors. Will consider full or part-time.

Job Description

The Donor Database Specialist's primary responsibilities will center on the maintenance of VBG's donor database and responding to donor needs.

The Donor Database Specialist must have excellent phone skills and enjoy working with the public and is expected to provide excellent customer service to all donors.

Experience working with and providing leadership to volunteers is desired.

This position will report to the Director of Development and work closely with a variety of Garden staff and volunteers, in particular Membership associates.

Duties & Responsibilities

Maintain administrative aspects of the Garden donor program through CRM database to support new and existing donor initiatives.

Manages the daily donation activity, including all online and offline giving, ensures that donations are correctly coded and credited to the appropriate constituent and that reconciliation and income reports are completed on time.

Collects and enters gifts into donor database, creates donor records to ensure accuracy and consistency in gift allocation, pledge payments, giving level, matching gift agreements, and contact information/limitations.

Creates and maintains reports.

Participates in annual financial audits on an as needed basis.

Process donations and coordinate with accounting on a monthly basis.

Handle and resolve donor concerns and informs supervisor of unusual situations or unresolved issues.

Apply all Garden policies dealing with donors.

Implement best strategies in stewardship, renewal and upgrading of current donors.

Maintain SOPs related to donor database maintenance and policies.

Some evenings and weekends required.

Make deposits and enter donation data in a timely manner

Pick up mail from Post Office Box

Knowledge, Skills and Abilities

An understanding of how a strong donor program is an integral part of an organization's culture of philanthropy.

Strong organizational skills, self-motivation, and attention to detail.

Experience working in donor databases.

Experience working with mail-houses, the bulk mail unit as well as printers and graphic designers.

Ability to work alone or with groups of diverse individuals with varying ideas and personalities.

Creative approaches to problem-solving, linked to practical and effective implementation.

A strong work ethic, ability to maintain and model high personal, ethical and professional standards, as well as an outgoing and positive personality.

Proficient in use of Microsoft Office

Confidentiality

The Donor Database Specialist will be privy to confidential information and must ensure that information is dealt with in the strictest of confidence and discretion.

Compensation

Pay range for full-time position is \$17-\$22/hour. Compensation will be commensurate with the qualifications and experience of the individual. For full-time employees, matching 401(k).

Application Instructions

To apply, email a cover letter and resume to acampbell@venturabotanicalgardens.com. Please add in the email subject line Donor Database Specialist.