



## Job Description

**Job Title:** Development Data Manager  
**Reports To:** Director of Development  
**FLSA Status:** Exempt/Entry-level Manager; Salaried

**Approved by:** Executive Director  
**Date:** July 26, 2021  
**Beginning salary:** TBD

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### POSITION SUMMARY:

High Plains Food Bank is looking for a Development Data Manager to join the team! The Development Data Manager upholds the critical role of managing the donor database and tracking all fundraising revenue. They will oversee the gift entry process and donor acknowledgment functions, standard data operating practices and procedures, and develop data systems to support prospecting, data queries, and data imports and exports. You will discover efficient ways to organize, store, and analyze data with attention to security and confidentiality.

A great data manager can fully grasp the complexity of data management. The ideal candidate will have a strong understanding of databases and data analysis procedures, be tech-savvy, possess excellent troubleshooting skills, and enjoy working in a fast-paced, evolving environment. The candidate will also demonstrate the ability to embrace the High Plains Food Bank's commitment to treat all people with equity and respect while pursuing our mission.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Manage donor database, including maintenance, user accounts, global changes, data entry & extraction, reporting, queries, and ongoing data hygiene to provide current, consistent, accurate, and actionable data
- Enters fundraising revenue data into database, including pledges, cash, credit card gifts, stock, in-kind donations, grants, and special event income, ensuring accuracy at all times
- Interacts courteously, professionally, and positively with donors to process gifts, answer questions, and resolve issues that arise
- Generates and mails recurring donor annual statements, stewardship letters, and regular gift acknowledgment letters within five days of gift receipt
- Serves as the internal point person for the monthly giving program, organizing stewardship, and responding to donor inquiries
- Enter, track, and manage pledges and other special case gifts (workplace giving, ACH gifts, etc.)
- Maintains up-to-date mailing and email lists
- Performs data imports and exports
- Documents, maintains, and implements standard data policies and procedures for entry, maintenance, reporting, and sharing to ensure consistency, accuracy, and adherence to legal and company standards
- Generates appropriate and meaningful reports
- Monitor and analyze information and data systems and evaluate their performance to discover ways of enhancing them (new technologies, upgrades, etc.)
- Ensure digital databases and archives are protected from security breaches and data losses
- Troubleshoot data-related problems and authorize maintenance or modifications
- Serves as the point person to manage several online functions, including but not limited to pantry locator, donation page, customized online giving pages, and other web-based tools
- Work to increase integration, data-syncing, and automation with the organization's other business databases, establishing the donor database as a central information source
- Work with Finance to provide transaction information and reports, troubleshoot issues, and reevaluate procedures and systems to improve gift tracking, reconciliation, and reporting

- Collaborate with the development team to complete prospect research and moves management activities, including the generation of donor and prospect profiles, as well as reporting on cultivation, solicitation, and stewardship activities
- Provide event planning, community engagement, and fundraising support, as needed
- Other duties as assigned

#### **KNOWLEDGE, SKILLS, AND ABILITIES**

- Accuracy, diligence, and great attention to detail
- Ability to prioritize and organize work to manage multiple simultaneous projects plus routine daily maintenance needs with a high degree of efficiency.
- Ability to maintain information in a confidential manner
- Ability to be a motivated self-starter who can work independently with little supervision
- Proven experience as a data manager
- Excellent understanding of data administration and management functions (collection, analysis, distribution, etc.)
- Ability and willingness to learn new data applications
- Proficient in the operation of essential office equipment, computers, and software, including Microsoft Word, Excel, and donor management software
- Expertise developing and writing reports
- Excellent organizational, communication, and data-analysis skills
- Ability to present information concisely and effectively, both verbally and in writing
- An analytical mindset with problem-solving skills
- Excellent interpersonal skills and ability to work through problems in a professional manner

#### **REQUIRED EDUCATION AND EXPERIENCE:**

- Associate's or Bachelor's degree in a related field or equivalent amount of appropriate training and work experience
- Minimum 2 or more years of CRM (constituent relationship management) database experience, preferably in a nonprofit donor-management setting
- Experience leading a CRM data migration and establishing standard operating processes is highly preferred

To apply for this position, please email cover letter and resume to HPFB director of development, Tina Brohlin at [tina@hpfb.org](mailto:tina@hpfb.org). Include "Development Data Manager Resume – (Insert Your First & Last Name)" in the subject line.