Yakima Union Gospel Mission Job Description

Job Title	Donor and Database Manager
Department	Community Engagement
Location	1300 N 1st St Yakima, WA 98901
Reports to	Director of Community Engagement
Classification	Non-Exempt, FT Hourly
Salary Grade	C

Job Purpose
Manage all aspects of donor database. Ensure operations and transactions are handled accurately, ethically, and in a timely manner.

Union Gospel Mission Purpose, Vision, and Value Statement

Our mission is to follow Christ in helping people move from homelessness to wholeness, so that every homeless person in Yakima County has the opportunity for permanent life transformation in Jesus Christ.

All Mission programs and services are based on Christian values and a commitment to quality. Clients are our primary focus; love, professionalism, and outcomes are our core values. Relationships are the context, the engine, and the reward of the change we exist to produce.

Qualifications

- Robust, intuitive understanding of and comfortability with database software programs.
- Must have familiarity with and ability to use PivotTables and VLookups within Excel.
- Strong organizational, customer service, and interpersonal skills, high level of professionalism and the ability to maintain confidentiality required.
- Ability to work independently under the pressure of deadlines, interruptions, and changing priorities while maintaining a strong attention to detail. Reliable, resourceful, flexible.
- Strong written and verbal communication and ability to work effectively, while working closely with a team.

Preferred:

* Bachelor's degree and/or extensive experience in a related field.
* Familiarity with website content management systems
* Experience with database management, especially Donor Perfect.

Duties and Responsibilities

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Culture Work

- Establish professional, caring, strengths-based relationships with staff, client, and the community built on truth, respect, encouragement, and trust.
- Maintain a high level of integrity in modeling and promoting the Mission's Christian culture, core values, policies, and procedures.
- Minister to our community partners by upholding confidentiality and processing gifts in a timely fashion.

Team Work

- Instruct, train and coach team members and volunteers.
- Communicate well with others, including donors, staff and volunteers.
- Work well in a collaborative team environment.

Direct Work

Clients

- Process daily transactions through DonorPerfect.
- Maintain accurate records in donor database.
- Generate reports created from data for leaders within organization as well as third party vendors.
- Create/Edit/Manage online donation pages through DP Online Forms including event management, sponsorship, and fundraising campaigns.
- Facilitate training to staff and volunteers on using DP.
- Maintain procedure manual in Sweet Process.
- Graciously notify donors of complications or failed transactions or returned checks.
- Other duties as assigned.
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Direct Reports

- Reports to Director of Community Engagement
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Working Conditions

The primary duties of this position are performed in a well-lighted, temperature-controlled environment. The noise level in the environment is usually moderate. May also be required to be outdoors inclement weather and work irregular hours

Essential Requirements/Competencies

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To perform the job successfully, an individual should demonstrate the following competencies:

LOVE

- Improves the reputation of Christ by personal interactions with others.
- Remains relationally available, present, and authentic in all contexts.
- Pursues God personally, relationally, and intellectually.
- Demonstrates genuine and sacrificially care for the wellbeing of others.

PROFESSIONALISM

- Consistently arrives at work, meetings and appointments on time.
- Meets deadlines and fulfills commitments with thorough follow-through.
- Proactively measures work to ensure learning, improvement and success.
- Communicates effectively in written form.
- Interacts well with staff members, clients, donors, and the public.
- Professionalism in manner and dress.
- Communicates effectively in written form.

LEADERSHIP

- Meets deadlines and executes tasks thoroughly.
- Thinks creatively, strategically, spiritually.
- Regularly sought by others for input and value.
- Maintains mission-clarity and a Godly example under stress.

Physical Requirements

Daily Physical Demands

- Sit and review information on a computer screen or on paper
- See and hear.
- Speak English clearly and fluently. Spanish language competency is helpful.
- Walk, climb, balance and stoop, reach with hands and arms, use hands to finger, handle or feel.

Staff Signature:	
Print Staff Name:	
Supervisor Signature:	
Print Supervisor Name:	
Date:	

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