JOB OPENING

Position Title

Development Database Operations Manager

Working at Grace Cathedral

Grace Cathedral is San Francisco's Episcopal cathedral for everyone – a place of inclusive community, worship and spiritual practice, social justice, music and the arts, yoga and more. We work actively for racial, gender and LGBTQ+ justice, environmental stewardship, citizen awareness, support for seniors, and an end to gun violence.

You may know Grace Cathedral as a glorious house of prayer and healing for all people, a magnificent architectural treasure and a venue for inspired and provocative cultural and arts exhibits and performances throughout the year. But Grace Cathedral is also a great place to work!

Our mission is re-imagining church with courage, joy and wonder.

We celebrate diversity, are committed to anti-racism and seek job candidates who will bring their unique experience to enrich our culture and organization.

For lay positions, it is not required to belong to or practice a particular faith in order to work here, but everyone on our team is expected to be aligned with the vision, mission and values of Grace Cathedral and contribute to achieving its strategic goals.

Job Summary

This is a full-time, regular, exempt position reporting to the Associate Director of Major Gifts. The Development Database Operations Manager is an experienced and strategic database manager to partner with the development and cultural membership teams to support Grace Cathedral's donation income and help grow cultural membership.

Primary responsibilities of the role include maintaining donor/prospect and ticketing/membership databases, improving systems and processes; generating user-friendly reports to track and communicate progress; overseeing gift tracking and processing, and serving as the primary database administrator.

While this is an exempt position requiring flexibility as needed, the expected base schedule is 40 hours a week from Monday through Friday, 8:30 am – 5:30 pm.

Primary Duties and Responsibilities

Database Leadership

- Oversee and manage the Raiser's Edge (RE) and ACME software and serve as database expert/power user for the development, cultural membership, and finance departments
- Employ best practices to manage constituent information and implement business rules and maintain and manage configuration settings
- Plan, organize, and direct strategies to address long-range and short-term systems and data analytic needs to fulfill fundraising and constituent relationship goals
- Proactively exercise independent judgment to determine how to utilize the database to provide accurate information for the formation and execution of development strategies
- Source actionable and influential research on donors and prospects, and report and offer analytics that capture activities and outcomes directed at prospects, members and donors at all levels across the organization
- Develop and implement efficient operational systems for gift entry, acknowledgments, reporting and dashboards and online filing
- Develop and implement short and long-range plans to sustain and improve fundraising system infrastructure
- Maintain the standards of data integrity, ensure data hygiene, and manage system upgrades
- Assess, outline, and maintain standard operating procedures through a comprehensive data governance plan
- Lead technical system design, configuration, and updates to the databases
- Establish record retention policy and implement archival process
- Develop and streamline business processes, make recommendations to optimize resources
- Manage Blackbaud contract
- Document processes and standards for department data operations guide

Database Operations

- Oversee gift tracking process, ensuring timely implementation of donation data entry, gift acknowledgements, financial reconciliation, performance dashboards, and visitor revenue reports while upholding the highest standards of database integrity
- Create custom and standard queries, exports, financial reports, giving and pledge statements
- Standardize reporting where possible, leverage Raiser's Edge and ACME canned and custom reports, simplify but amplify information available for decision making
- Offer strategic input for membership campaign and renewal batch mailings, event and donation solicitation mailings, segmented emails and marketing campaigns
- Coordinate import of data from other electronic systems including ACME, City Box Office, Eventbrite, Givesmart, and PayPal, and Apple Pay into Raiser's Edge
- Manage and improve upon existing procedures for written and electronic production of acknowledgement letters for donations and pledges in RE and ACME Oversee and program mail merge templates, ensuring regulatory compliance
- Manage gift entry capacity during peak donations and transaction times

- Oversee efficient processing of data through use of batch processing capabilities in RE and ACME
- Coordinate software integration with website (templated sales pages)
- Serve as primary liaison with the finance department for financial reconciliation of daily transaction folders and supporting the annual financial audit
- Monitor and improve accuracy and integrity of data by establishing and executing a data audit and append schedule

Staff Partnership
- Collaborate with colleagues to anticipate needs and advise on best practices
- Manage database requests and inquires and prioritize tasks and communicate status to project managers
- Maintain and communicate organizational wide constituent data entry standards and protocols
- Proactively provide technical advice and targeted training on RE and ACME for managers and staff
- Manage user access and security
- Attend meetings and trainings as assigned
- Other duties as assigned

Required Qualifications, Experience and Expectations
- Alignment with the vision, mission and values of Grace Cathedral and commitment to contribute to achieving its strategic priorities and goals
- Must provide proof of being fully vaccinated against COVID-19 and follow all public health practices required by the Cathedral
- Bachelor's degree in a related field or equivalent work experience
- Minimum of three years' database management experience and two years' experience managing and maintaining a Raiser's Edge/NXT fundraising database
- Experience providing staff training and coaching in database usage
- Fundraising background helpful
- Proficiency with SQL
- Work independently as well as in a team environment
- Demonstrate initiative, project ownership and organization, and ability to problem solve
- Possess strong attention to detail, analytical, time management, organizational, communication, and interpersonal skills
- Demonstrate adaptability and the ability to pivot as needed in changing environments
- Exceptional computer skills; including proficiency in Microsoft Office suite
- Reasonable accommodations will be made to enable qualified individuals with disabilities to fulfill essential responsibilities of the position
- Criminal background clearance required post offer

Compensation and Benefits

Our benefits package includes medical, dental and vision coverage, a retirement plan with a 5% employer contribution and up to 4% employer match, paid vacation and sick time, and 14 paid holidays a year including your birthday.

Application Procedure

- Email <u>cover letter</u> along with résumé to **jobs@gracecathedral.org**
- Include position title in the email subject header
- No faxes or phone calls please