

# Job Posting

Position	Department	Reports to	FTE	FLSA Class
CRM Database & Gift Specialist	Advancement	Executive Director of Advancement	1.0	Staff; Non-Exempt

Grace College and Seminary welcomes diversity, and makes employment opportunities available to all applicants and employees without regard to race, color, pregnancy, age, ancestry, national origin, disability, citizenship status, military status, genetic information, or any other legally protected category.

**Scope of Responsibilities:** Provide support and leadership for the office of advancement's database management functions. The CRM Database & Gift Specialist will have primary responsibility for managing the current donor database and any additional software used by the office of advancement. The position will be responsible for timeliness in processing gifts/donations and donor/constituent imports or updates, using best practice techniques to maintain optimal data integrity, and providing effective database management. The position requires an understanding of charitable gifts, an understanding of the biographical and financial information stored in the database: how the data is interrelated, what policies and standards are used during contribution entry, and an understanding of IRS regulations on gifts. The CRM Database & Gift Specialist's work influences the accuracy of the school's financial transactions and impacts fundraising effectiveness. The position works closely with all departments within the Advancement Office, departments throughout the university, and directly with donors to provide information and customer service as needed or requested (often interfacing with gift officers when donor communication is needed).

### General Responsibilities:

1. Responsible for the operation and maintenance of all aspects of the advancement CRM.
2. Act as a Database Administrator for all products used within Advancement: Raiser's Edge, Raiser's Edge NXT, others, or appropriate crowdfunding platforms.
3. Manage gift entry procedure and process daily gift batches in a timely and accurate fashion to adhere to Advancement's 24-hour turnaround receipting/acknowledgment policy. This includes providing daily reports to the Advancement Assistant for gift receipting and in the absence of the Advancement Assistant producing daily gift receipts and acknowledgment letters.
4. Maintain the accuracy of all data in the advancement CRM to include constituent biographical, education, and gift records.
  - a. Work with Advancement team members and other offices to secure both current address and biographical information.
  - b. Continually assess and update information on constituents by regularly researching, running database utilities, and proactively seeking updated information from other offices and data reports. Adhere to the Information Sharing Policy when sharing changes received by our office with other teams.
5. Manage annual clean-up processes for the database to include: fund audit, appeals structure, constituent contact appends, and other cleanups as listed in the Advancement Services procedure manual or as assigned by the Executive Director of Advancement.
6. Manage the Advancement Services procedure manual, as it relates to gift and data entry. Collaborate with the Executive Director of Advancement on updates and drafting of new policies and procedures regarding gift and data entry.
7. Track pledge payments from donors and send out reminder notices monthly or as needed.
8. Assist with the creation and sending of annual giving statements.
9. Provide regular pledge reports to the Business Office.

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10. Verify and process corporate matching gifts for submission to the matching agency; process and enter matching gifts into the database when they are received. Assist with matching and foundation gift-related reports as requested.
11. Manage regular monthly giving by notifying the Executive Director of Advancement and/or assigned gift officer of changes to a monthly donor's intentions or when a monthly gift expires. This includes managing monthly payroll deductions for faculty & staff in partnership with the Payroll Coordinator.
12. Create queries and produce various reports on the gift entry process, including departmental and financial reports; submit and distribute various reports to the Advancement Team, Athletics, and the Business Office according to the schedule of reports in the Advancement Services procedure manual.
13. Assist with data queries and provide lists to the Advancement team and other campus departments by request. This includes the Grace Story Magazine list, department alumni requests, and others submitted through the Office of Advancement.
14. Assist with annual fund and campaign appeal, giving form, and list setup. Assist with the maintenance and set up of automated communication pieces for segmentation.
15. Perform related duties as assigned.

## Secondary Responsibilities:

1. Daily walking to and from campus locations for deposit drop off and pick up.
2. May carry boxes of information to and from the workstation.

## Qualifications:

### Minimum:

1. A strong Christian faith, commitment to Grace's mission and spiritual vision. To believe and behave in accordance with the Grace College & Seminary Covenant of Faith and Community Lifestyle Statement.
2. Education: associate degree or other appropriate education in a related field (nonprofit management, fundraising, etc)
3. One to three years of experience in data entry, CRM or software management, nonprofit, or related field.
4. Knowledge and experience working in a cloud-based database or CRM for gift/payment processing and constituent record keeping.
5. Working knowledge of Google (especially Sheets and Docs), and Microsoft Office (especially Excel).
6. Strong computer learning aptitude and willingness to pursue certification in the department's CRM program.
7. High level of accuracy and attention to detail.
8. Integrity and discretion; ability to work with confidential information with honesty and attention to privacy.
9. Strong interpersonal skills; able to communicate with many departments and different personalities.

### Preferred:

1. Education: Bachelor's degree in a related field (nonprofit management, fundraising, etc)
2. Three to five years of experience in data entry, CRM or software management, nonprofit, or related field.

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3. Extensive experience in database management, preferably in CRMs like Raisers Edge, Virtuous, Slate, or other donor management software.
4. Extensive knowledge of Google and Microsoft Office.
5. Excellent computer learning aptitude and certification in CRMs like Raisers Edge, Virtuous, Slate, or other donor management software.
6. Experience with integration of new software or CRM with preexisting data.

**Status: Full Time; Non-Exempt**

A completed employment application, resume, 2 employment references and a spiritual life reference must be submitted in order to be considered for employment. Applications are available in the Human Resource Office or can be downloaded at <http://www.grace.edu>, Employment. Applications are submitted by email to [employment@grace.edu](mailto:employment@grace.edu).

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