Now Seeking Candidates For The Following:

DONOR DATABASE & PROSPECT RESEARCH COORDINATOR

REFERENCE JOB#: W-1400

CLOSES: When Filled

APPLICATION PROCESS: See bottom of ad

AMERICA'S CAR MUSEUM is an Equal Opportunity Employer

DIVISION:	Institutional Advancement	**DEPARTMENT:**	Development
FLSA CLASS:	Non-Exempt	**SUPERVISES:**	N/A
FTE STATUS:	1.0 (Full-time)	**DRIVING CLASS:**	Preferred
REPORTS TO:	Annual Giving and Membership Manager	**BENEFITS:**	Eligible

GENERAL SUMMARY:

The Donor Database & Prospect Research Coordinator oversees the maintenance and administration of ACM's customer relationship management (CRM) database system, including coordination of updates, data input, data maintenance, and training for end-users across all departments within America's Car Museum (ACM) and the Hagerty Education Program (HEP). This position also oversees the database fulfillment portion of the membership enrollment process, sends acknowledgments for all gifts and donations received, ensures that timely gift and membership data is communicated to the Institutional Advancement team, and prepares prospect research profiles to identify prospective donors.

The Donor Database & Prospect Research Coordinator is part of the Institutional Advancement (IA) Team and is supervised by the Annual Giving & Membership Manager. Responsibilities include, but are not limited to: Serving as the liaison between Blackbaud, the Museum, and HEP; Providing oversight of data management, quality control, and data structure within the CRM database system; Training and coordinating training for end-users; Overseeing data enrichment and the cleansing of data moving in and out of the CRM system; Troubleshooting and resolving database problems, issues, and concerns; Creating queries and running high quality reports for data consumers throughout ACM and HEP; Interfacing with administration to ensure successful delivery of information in a supportive role; Processing membership card; Sending gift acknowledgements, pledge reminders, and tax receipts; Conducting donor prospect research; Creating prospect research profiles; and, Assisting the IA department with various administrative tasks.

This position description has been designed to indicate the general nature and level of work performed by jobholders within this role. It is not designed to contain, or to be interpreted as, a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to the job. To perform the job successfully, an employee must perform each essential responsibility satisfactorily. These requirements are representative, but not all-inclusive, of the knowledge, skills, and abilities required for this position. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

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Initials	Date Received

PRIMARY OBJECTIVES:

1. Serve as the internal CRM database system subject matter expert and provide support for end-users within ACM and HEP to ensure data integrity, accessibility, and value;

2. Oversee the ACM and HEP donation and membership enrollment process and streamline data processing, tracking, and reporting to ensure acknowledgment activities are recorded, fulfilled, and tracked in the Altru CRM system; Ensure all end-users are adequately trained in use of the Altru system to maintain consistency and accuracy of CRM data and reports;

3. Coordinate and cooperate interdepartmentally to broaden the use and integration of the Altru data management system to support IA membership and fundraising initiatives;

4. Conduct research and prepare prospect research profiles to aid in the prospecting efforts related to the identification, rating, and screening of prospective donors.

MAJOR RESPONSIBILITIES:

Under the direction of the Annual Giving and Membership Manager, the Donor Database & Prospect Research Coordinator will be responsible for:

1. Developing and coordinating the implementation and utilization of the Altru data management system throughout ACM and HEP;

2. Providing oversight for data enrichment, quality, structure, and cleansing of data moving in and out of the Altru CRM system;

3. Completing all CRM tracking responsibilities, including processing of all donations, gift acknowledgements, and pledge reminders for ACM and HEP;

4. Managing a calendar of membership correspondence activities to ensure timely completion of renewal notifications, pledge reminders, thank you letters, and tax receipts, etc.;

5. Serving as ACM's and HEP's internal subject matter expert for Altru and support for all end-users, including training, troubleshooting, and creative brainstorming;

6. Researching prospective donors and preparing prospect research profiles for the IA department.

QUALIFICATIONS:

The incumbent for this position must be at least 21 years of age and possess: an AA with a minimum of two years development or database experience within a prospect research environment. Experience entering data and creating reports in a relational database is required, preferably Raiser's Edge or Altru. Relevant education or experience may substitute one for another on a year for year basis. The incumbent must be a team player able to work independently and collaboratively among all departments within the Museum.

Additionally, the incumbent must possess:

1. The ability to pass an in-depth background investigation including criminal history, employment and education records, and personal references;

2. A solid proficiency in the English language with professional abilities in oral and interpersonal communications. Bilingual abilities are preferred;

3. A solid understanding in database data management and a proficiency in database report creation;

4. Intermediate to advanced skills in M.S. Word, Excel, and Outlook;

5. A keen attention to detail with the ability to critically analyze and resolve quantitative and logistical problems;

6. An ability to thrive in a fast-paced, dynamic environment, with high expectations for professional outcomes;

7. A proven ability to multi-task and prioritize competing tasks while meeting deadlines;

8. A willingness to maintain scheduling flexibility for occasional evening and weekend work;

9. The skill and ability to work independently with general instruction and minimal supervision while maintaining a team oriented approach and attitude;

10. The skills and ability to positively and professionally function as part of a team environment and promote teamwork with a positive and solution-focused attitude;
11. The interpersonal skills, sensitivity, and ability to professionally interact with a diverse range of people of all ages, socio-economic groups, and personality types;
12. The ability to: Work on the computer for extended periods of time; Visually inspect, compare, and analyze written data; Read and interpret instructional material; Communicate clearly in both verbal and written forms; and, lift and transport up to 25lbs periodically.

RESPONSIBILITIES:

DATABASE MANAGEMENT: (20%)
1. Maintains up-to-date knowledge and technical skills needed to Serve as ACM's and HEP's expert in the Altru CRM System;
2. Provides oversight of data quality, structure, and management within the CRM database;
3. Oversees and coordinates the ongoing development and operations of the Altru CRM Software;
4. Improves and streamlines processes regarding data flow and data quality to improve data accuracy and value;
5. Oversees data enrichment and the cleansing of data moving in and out of the CRM system;
6. Configures and manages E-ticketing within Altru in collaboration with the Digital & Social Media Coordinator;
7. Attends Blackbaud trainings and maintains up-to-date knowledge and technical skills of Altru data management system;
8. Completes primary donor data input in support of IA membership and fundraising efforts;
9. Streamlining data processing, flow, and reporting.

DATA ENTRY AND MEMBERSHIP MANAGEMENT: (40%)
1. Enters ACM and HEP memberships, donations, and pledges into the Altru CRM system;
2. Acknowledges all monetary and in-kind donations through the prescribed timely process and distributes membership materials and benefits as needed;
3. Tracks member gifts within Altru and oversees gift processing;
4. Sends donor and member acknowledgment letters as written by the Annual Giving & Membership Manager;
5. Maintains data entry protocol to ensure accuracy of information and CRM tracking within all departments;
6. Serves as primary contact for addressing member questions, in-person and over the phone;
7. Completes primary data input and CRM tracking to support IA campaigns and fundraising needs;
8. Addresses donor questions in a timely manner;
9. Completes membership fulfillment responsibilities including creating and sending membership cards and related gifts;
10. Works in partnership with the Finance Department in the reconciliation of contributed development revenue discrepancies.

ADMINISTRATIVE: (15%)
1. Performs data mining and prospect research;
2. Acknowledges all new ACM and HEP donors and members within 48 hours;
3. Creates accurate reports in support of cross departmental data needs and the IA Department's fundraising efforts;
4. Provides implementation support for annual appeals and the annual development plan;
5. Orders and maintains supplies for membership fulfillment, including: membership gifts, membership card supplies, letterhead, envelopes, and card holders;
6. Organizes and maintains ACM's and HEP's individual, corporate, and foundation prospect filing system within the IA Department;

7. Maintains the filing system of all donor contributions for backup support ;

8. Provides auditors with pledge and in-kind back-up as needed;

9. Supports IA in cross departmental events with invitation support, RSVP systems, Auction items, and other related administrative tasks;

10. Performs other general administrative support duties, including: fulfillment of data requests, mailings, filing, word processing, spreadsheets, presentation graphics, preparing correspondence, photocopying, collating, binding, faxing, scheduling meetings, travel arrangements, etc.;

11. Compiles and submits donor information for the annual report.

DATABASE COORDINATION: (15%)

1. Serves as ACM's and HEP's internal subject matter expert regarding the Altru Museum Management Software and related data management and reporting needs;

2. Develops, maintains, and teaches data entry protocol to all CRM end users to ensure accuracy of information within the database;

3. Oversees the maintenance and administration of the Altru CRM database, including: coordination of updates, data input, data maintenance, and coordination with end-users within ACM and HEP;

4. Trains and coordinates trainings provided by Blackbaud for all end users, including training end users to identify needs and opportunities for improved data management and delivery within the Altru system;

5. Troubleshoots CRM database problems, issues, and concerns across all department within the Museum;

6. Assesses database deficiencies and creates efficient and effective plans to resolve them internally or though working with Blackbaud;

7. Serves as the liaison between Blackbaud and the Museum and HEP;

8. Interfaces with administration, in a supportive role, to ensure successful delivery of database information;

9. Collaborates with external partners/contractors (e.g., Arscentia, LivePulse, Blackbaud), as needed, for the expansion and maintenance of Altru's use throughout the museum.

DATABASE UTILIZATION: (10%)

1. Manages the updating of ACM and HEP member information and entering of new members into the CRM system;

2. Oversees the exporting of email sign-ups from ACM's website and uploads to Altru;

3. Enters email addresses into the CRM database, exports monthly email subscriber list, and submits exported list to Marketing & Communications Coordinator;

4. Exports email addresses from the CRM database for use within Constant Contact;

5. Uses database to coordinate, process, and ensure accuracy of mailings, including: event invitations, broadcast emails, and other correspondence;

6. Generates, processes, and emails/mails correspondence and reminder letters to members with expiring memberships;

7. Identifies donors who have made pledges and generates pledge reminders;

8. Assists the Grant Writer in generating grant reports and aggregate data to support grant efforts.

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OTHER:

1. Communicates in a friendly, professional, and helpful manner with all employees, board members, guests, and external contacts;

2. Maintaining professional boundaries and behavior, including a positive, collaborative, solution focused, and team-oriented attitude;

3. Utilizes MS-Word, Excel, and Altru to generate communications and reports;

4. Utilizes MS-Outlook for email communications, and scheduling;

5. Maintains the flexibility to accommodate occasional evening and weekend work as needed;

6. Participates in continuing educational opportunities for professional growth and development;

7. Completes various administrative duties in support of the Institutional Advancement Department and organizational objectives of the museum.

8. Performs additional duties and supportive tasks as assigned or needed;

REQUIRED APPLICATION MATERIALS:

To apply for this position, include all of the following:

NOTE: All 4 application elements must be received to be considered for this position.

1. Salary History *(Must be incorporated into resume, email or attachment)*

2. Professional references *(minimum of three contacts)*

3. Cover letter *(include specific job reference # W-1400)*

4. Resume

Email all 4 application elements to HR@AmericasCarMuseum.org or fax to 253-779-8499.