

**St Joseph Children's Home**  
**Job Description**

**Job Title:** Data Operations Specialist  
**Department:** Advancement  
**FLSA Status:** Full Time/Exempt  
**Reports To:** Chief Advancement Officer (CAO)  
**Approved Date:** October 2019

**SUMMARY**

Responsible for maintaining and utilizing efficient and effective use of all donor and data management systems, by tracking and reporting on all advancement constituencies and resources for the advancement team, and to identify key areas of growth.

**ORGANIZATIONAL DUTIES AND RESPONSIBILITIES**

1. Supports the mission, vision, and philosophy of St. Joseph Home. Facilitates and supports the design and implementation of policies and procedures.
2. Supports all functions that attain and maintain accreditation and compliance with regulatory agencies.
3. Supports and facilitates positive interaction with others by exhibiting: Individual maturity, respect for others, a team-centered approach, maintenance of confidential information, and an appreciation of a multicultural workplace.
4. Exhibits effective communication skills
5. Participates in appropriate professional development programs to attain and maintain competency.
6. Effectively manages financial and physical resources to achieve St. Joseph's objectives.
7. Reports (and if possible, provides intervention for) incidents of abuse or potential abuse involving children to the appropriate supervisor.

**ADVANCEMENT ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assign

1. Performs data entry of all donor data, donation data, and related information including, but not limited to direct mail, special events, grants, online gifts, etc. into Raiser's Edge database in an accurate and timely manner. Updates constituent addresses and email addresses in Raisers Edge.
2. Creates, dictates, and oversees any database implementation by other Advancement staff into Raisers Edge.
3. Exhibits vision and knowledge of analytics of data to identify key areas of revenue growth with Advancement and provide strategic solutions with a clear plan to implement and achieve.
4. Oversees and interprets donor data by using key areas of analytics to create regular reports on fundraising results, donor trends, system efficiencies, etc. as independently identified or in response to supervisor or team requests.
5. Establish and maintain tracking and testing methods for all solicitation initiatives and adjusting strategies based on results of data analysis.
6. Communicates regularly with Advancement team members to verify and update data, distribute daily logs, and to notify of a donation received in the Advancement office. Collaborates with

Advancement team and other departments through participation in team meetings and problem solving.

7. Oversees donor letters and receipts and ensure that appropriate thank you or acknowledgement letters are sent by the Advancement team or CEO in a timely manner.
8. Conducts donor prospect, grant prospect, department, corporate, and foundation research as needed.
9. Liaises directly with CFO and finance department on a regular and consistent basis to process incoming financial gifts, reconcile RE records with financial records, coordinate financial information within the agency, verify or correct donor information, and manage deposits.
10. Prepares queries for written appeals to annual donors and assists with preparation of materials for major donors. Manage the pledge payment reminder process, collaborating with team members.
11. Records and produces master list of in-kind donations with Volunteer/Community Coordinator.
12. Maintains donor and agency confidentiality while exhibiting appropriate judgment, professionalism and discretion in dealings with donors, employees, board members, and volunteers.
13. Creates appropriate record keeping systems for tracking donor participation, identification, and cultivation of prospects in addition to volunteer involvement in programs. Provide weekly data analysis based on measurable goals and metrics related to donor retention and acquisition.
14. Exhibits regular and punctual attendance.
15. Other duties as assigned.

#### **OTHER FUNCTIONS**

1. Assists in special projects as needed/requested. To meet departmental and organizational goals, the employee is expected to assist with activities that are not formal parts of the role's essential functions.
2. Promotes the Continuous Quality Improvement (CQI) process by identifying opportunities for improvement.
3. Attends and participates in administrative/staff/committee meetings/trainings as required and assigned by agency.
4. Within departmental parameters, exhibits customer service, decision-making and problem-solving skills.
5. Effectively prioritizes and coordinates job tasks for maximum productivity.
6. Facilitates other projects/staff as assigned.

#### **SUPERVISORY RESPONSIBILITIES**

Interns, when appropriate

#### **CONTACTS**

Social interactions requiring contacts with significant impact within a department.

#### **SPECIFIC SKILLS**

Excellent organizational, written, verbal, and communication skills. Must be detail oriented. Must have understanding of general revenue tracking databases and be able to pull queries. Demonstrated knowledge, expertise, and ability to utilize technology/software solutions, including the donor database system. Data visualization knowledge and an analytical mindset with problem solving skills. Proficiency in MS Office. Must have ability to meet deadlines. Knowledge of standardized but moderately complex procedures and operations

requiring training and experience. Skill and judgment dealing with people or to apply procedures or operate varied equipment for purposes of performing standard operations. Ability to work well with a variety of people and ability to interact well with the public.

### **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **EDUCATION and/or EXPERIENCE**

Bachelor's degree from an accredited university required. A minimum of two years related fundraising experience, with an understanding of basic fundraising principles and practices required; or equivalent combination of education and experience. General knowledge in Raiser's Edge database for mailings, queries, reporting functions, grant writing or development experience preferred.

### **LANGUAGE SKILLS**

Ability to read, write, and converse in English. Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

### **MATHEMATICAL SKILLS**

Quantitative/mathematical ability (addition, subtraction, multiplication, division). Ability to apply concepts of basic algebra and geometry.

### **REASONING ABILITY**

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

### **PHYSICAL DEMANDS/EFFORT**

Not stressful. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; stoop, kneel, crouch, climb or crawl; talk or hear; and taste or smell. The employee must frequently lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

### **WORK ENVIRONMENT**

Good working conditions. Some changes to work schedule to include some weekends or evenings. While performing the duties of this job, the employee is exposed to a standard administrative office environment and other environments within the community (i.e. donor and events locations). Employee will come in contact with St. Joseph Children's Home clients, staff members, board members,

volunteers and other members of the community. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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Employee Signature & Date

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Supervisor Signature & Date

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Human Resources Signature & Date

***The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as inclusive of all responsibilities, duties, and skills required of personnel so classified. This job description does not constitute a contract nor does it alter the at-will status of the employee/employer relationship.***