

**Updated:** November 1, 2022  
**Title:** Donor Database Manager  
**Staff Group:** Stewardship and Development  
**Reports To:** Deputy Director of Stewardship and Development  
**Location:** Open\*  
**Grade:** 12, full-time with benefits

### Purpose

To provide data analytics to support the Stewardship and Development team in maximizing philanthropic income by identifying trends and opportunities. To maintain the integrity of the Raiser's Edge database—create and administer data entry and data management policies and procedures to ensure accuracy and consistency of data. *The Manager will play a key role in supporting an expected Raiser's Edge Replacement Project to select and migrate to a new CRM over the next 18 – 24 months*

### Principal Responsibilities

1. Ensures database integrity by identifying, implementing, and documenting ongoing data cleanup processes. Provides recommendations on general data retention and storage policies.
2. Monitors data integrity through regular audits, as well as identifying and researching data discrepancies.
3. Works closely with Deputy Director to craft and implement database policies on data entry, coding, and collection as well as prospect/pipeline management. Provides staff trainings on data entry and other policies/procedures, as needed.
4. Develops and maintains reporting processes that provide accurate, timely, and decision-enabling information.
5. Generates weekly, monthly and quarterly income reports and dashboards for team members and/or senior leadership to track year-to-date and year-over-year progress.
6. Conducts deep dives into constituent data to identify trends and opportunities with the goal of deepening understanding of donor behavior and driving increased giving.
7. Drives process change and improvement through increased automation of processes and leveraging new technology—with focus on streamlining gift entry/import from third-party platforms (MobileCause, EveryAction) and reconciliation processes with Finance.
8. Collaborates with cross-functional teams (primarily Information Technology and Data Services) to efficiently assimilate data on a timely basis from other UUA or outside systems and API connections.
9. Provides integration support for current (Campaign Monitor, MobileCause, WealthEngine, Zapier) and future software technologies that support fundraising. Generate custom data queries, exports and reports as needed.
10. Serves as a back-up administrator for the Association's Faithify UU crowdfunding platform when the Faithify Project Manager is away.
11. Performs other duties as requested by the Deputy Director of Stewardship and Development, the Director of Stewardship and Development, the Executive Vice President, or the President.

### Qualifications

This is a Grade 12 position with an expected hiring range of \$51,200-\$64,700 depending on experience. Note that qualifications may be met as a result of lived experience, volunteer work, professional experience, and/or formal or informal training.

Requirements include:

- Bachelor's degree or equivalent
- Minimum of 3 – 5 years of Raiser's Edge database experience, including demonstrated experience handling Admin (e.g., global changes, imports) and Config (e.g., attribute and table management) settings. Comparable experience managing other donor CRMs will be considered.
- Operational knowledge of reporting and dashboard tools such as Crystal Reports and PowerBI and the ability to present information in a way that most effectively conveys results and key performance indicators.
- Experience in data analysis/manipulation and using data to support strategic fundraising decisions—including ability to extract data from multiple sources and combine it for integrated analysis or presentation.

- Proficiency with Microsoft Office Suite (Excel, Word, PowerPoint, SharePoint), notably advanced skills in Excel (formulas, pivot tables, VLookup, etc.) as well as ability to structure and execute complex mail-merges.
- Be extremely detail-oriented, analytical, collaborative, resourceful, and organized, with the ability to perform independently in a fast-paced team environment.
- Excellent project management skills, consistent follow-through, and ability to execute processes accurately.
- Understanding of issues around anti-racism, anti-oppression, and multiculturalism
- Work or lived experience with BIPOC communities is of particular value
- Eagerness to work in an organization in which the dismantling of white supremacy is a high priority

\* Location is open in the continental United States but travel to Boston, MA is required an average of twice per month. You should have easy access to a major airport due to the travel requirements of this position.

### **How to Apply**

People with disabilities, people of color, indigenous people, Hispanic/Latinx, and LGBTQ candidates are encouraged to apply. The UUA is committed to developing a diverse and talented staff team. If you are excited about this role, but are unsure whether you meet 100% of the requirements, we encourage you to inquire and/or apply. Send cover letter and résumé—indicating “Donor Database Manager” in the subject line—via e-mail to [careers@uua.org](mailto:careers@uua.org), via fax to (617) 948-6467, or to Human Resources, UUA, 24 Farnsworth Street, Boston, MA 02210. E-mail submissions preferred.

### **About the UUA**

The Unitarian Universalist Association is a progressive religious denomination headquartered in Boston’s waterfront Fort Point Innovation District. Our faith community of more than 1,000 self-governing congregations brings to the world a vision of religious freedom, tolerance, and social justice. Our normal workweek is 35 hours, we pay 80% contribution towards health insurance premiums, 10% towards retirement (after one year), and have generous paid time-off policies. We are a great place to work and we value diversity. The UUA is an Equal Opportunity Employer and is committed to the full inclusion of all. As part of this commitment, the UUA will ensure that applicants and staff with disabilities are provided reasonable accommodations. If reasonable accommodation is needed to participate in the job application or interview process, to perform essential job functions, and/or to receive other benefits and privileges of employment, please contact the Office of Human Resources at (617) 948-4648 or [humanresources@uua.org](mailto:humanresources@uua.org). For more information on the UUA, visit us online at [UUA.org](http://UUA.org) and [uuworld.org](http://uuworld.org).

### **Support for the Mission and Values of the Association**

The Unitarian Universalist Association is a progressive and historic religious denomination. While it is not generally required or expected that an applicant/employee identify as a Unitarian Universalist (UU) or be a member of a UU congregation in order to work at the UUA, all UUA staff members are expected to perform their job duties in accordance with the UUA’s values, principles and mission. In particular the following points, drawn from the Seven UU Principles, are of particular importance for the UUA’s work environment and staff culture:

- The inherent worth and dignity of every human being: We affirm the need for a human-centered workplace that allows our diverse staff to flourish. We also understand that our wider culture and society oppresses and denies human dignity, and we seek to counter the effects of that oppression in our hiring and workplace culture so that each person feels whole and valued.
- Justice, equity and compassion in human relations, and the goal of world community with peace, liberty and justice for all: We speak openly and publicly of our support for social and political issues, including LGBTQ equity, racial justice, climate justice, gender equity, and reproductive justice.
- The interdependent web of existence: We recognize that the liberation of all people is interwoven, and we work to counter patriarchy, white supremacy, colonialism, homophobia, transphobia, ableism, environmental exploitation, and other interrelated systems of marginalization.