

Gleaners Community Food Bank of Southeastern Michigan Job Description

Job Title: Data Processing and Reporting Manager, Advancement
Reports to: Director of Data Analytics, Advancement
FLSA Status: Non-Exempt
Department: Advancement
Last Update: October 2020

Position Summary

The Data Processing and Reporting Manager is responsible for leading the data entry / gift processing team and working with leadership on budget to actual campaign revenue tracking and analysis. Working under the direction of the Director of Data Analytics, the Data Processing and Reporting Manager oversees the complete and accurate recording of donor information and monetary gifts into our fundraising and donor management software and the revenue posting into our accounting software. The Data Processing and Reporting Manager also provides strategy and guidance for data integrity projects, performs system configuration and security assessments, and is responsible for establishing and maintaining the policies and procedures for the inputs, processing, and outputs of the data used by the Advancement team. This position also fulfills recurring and adhoc reporting requests from senior leadership and assists in donor persona identification and fundraising effectiveness analysis.

Essential Functions

- 1) Responsible for the timely and accurate import of donor data and donations received into our fundraising and donor management software, Blackbaud Raiser's Edge. Specific tasks include:
 - Lead team meetings to review status of daily transaction loads, media attachments, and donor gift acknowledgments and tributes to be sent out. Work with team to prioritize and reassign tasks to balance workloads across each team member.
 - Work with Advancement and Finance to maintain coding structure and posting of gifts to ensure complete and accurate tracking of all stewardship and cultivation activities.
 - Ensure that all types of gifts, including mail, online, ACH transfers, donor advised funds, in-kind gifts, matching gifts, recurring gifts. etc. are promptly and responsibly managed.
 - Serve as a backup for answering phone calls, processing credit card donations, and performing data entry and imports during our busy times.
- 2) Responsible for the overall financial integrity in recording and posting of donor funds. Specific tasks include:
 - Manage donor pledges through coordinated process with Advancement and Finance to ensure regular communication with donors and successful pledge fulfillment rate.
 - Work with Finance to research failed or suspect credit card transactions and review and implement appropriate preventive and detective controls.
 - Lead the team in weekly reconciliations of gift counts and amounts between Raiser's Edge and our source systems (online merchant services, bank deposits, brokerage, etc.)
 - Perform weekly posting of gifts from Raiser's Edge to our general ledger, Financial Edge
 - Perform monthly reconciliations with Finance and provide month-end summary and detail reporting out of Raiser's Edge for analysis
- 3) Responsible for maintaining the overall strategy and execution of database integrity and complete and accurate reporting out of Raiser's Edge. Specific tasks include:
 - Update and maintain policies and procedures manual and database standards
 - Lead the execution of periodic database maintenance tasks, configuration review, duplicate record merging, records clean-up and quality control audits
 - Assist fundraising staff with generation and analysis of revenue reports and donor and prospect files, including output into data visualization tools for presentation of results
- 4) Demonstrate, support and communicate Gleaners' mission, vision and values throughout all professional responsibilities and activities
- 5) Other duties as assigned

Scope of Position

Budgetary Responsibility:	Medium
Personnel Responsibility:	Medium
Access to Confidential Info:	High
Supervisory responsibility:	Medium
Community contact:	Donors: High
	Volunteers: Medium
	Food Partners: Low
	Other community reps: Low

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/Experience

- Bachelor's degree in computer science, business administration, information systems or related field.
- Five or more years relevant experience in information systems and database systems management.
- Previous management experience
- Relational database experience required. Fundraising software experience preferred.
- Data visualization tools experience preferred.
- Highly detail oriented, excellent project organization skills and ability to plan and carryout multiple tasks in an efficient and effective manner.

Language Ability

Excellent verbal and written communication skills are required. Strong interpersonal skills with all customers and contacts, internal and external, are required. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedures manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or team members of the organization.

Math Ability

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent, and to draw and interpret bar graphs. High degree of comfort with writing and managing budgets required.

Reasoning Ability

Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form. Demonstrated problem-solving and decision-making ability to correct unforeseen issues on the spot during events. Ability to multi-task, prioritize and perform under pressure. Ability to adapt to a flexible work schedule is also required.

Computer Skills

To perform this job successfully, an individual should have a thorough working knowledge of the Microsoft Office suite of products.

Equipment

The position requires operation of standard office equipment.

Work Environment

The standard work environment is an office setting with fluorescent lighting and temperature and humidity controlled by air conditioning and heating. The noise level in the work environment is usually low.