

Gleaners Community Food Bank of Southeastern Michigan Job Description

Job Title: **Manager, Data Processing and Reporting**
Reports to: Senior Director, Advancement - Strategic and Data Analytics
FLSA Status: Exempt
Department: Advancement
Last Update: August 2022

Position Summary

The Data Processing and Reporting Manager is responsible for leading the data entry / gift processing team and working with leadership on the rollout of the Advancement dashboard reporting.

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) Fulfills recurring and adhoc reporting requests from the team and assists in donor persona identification and fundraising effectiveness analysis.

- 5) Accomplishes staff job performance results by coaching, encouraging, counseling, and/or disciplining employees; planning, monitoring and appraising job results; conducting training; reinforcing policies and procedures.
- 6) Demonstrate and support the Gleaners mission, vision and values throughout all professional responsibilities and activities.
- 7) Promote and enable a positive work environment where team members feel empowered, engaged and connected to Gleaners mission and strategic plan.
- 8) Foster a culture of professionalism, team cohesion and accountability.
- 9) 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 preferred.
- Five or more years relevant experience in information systems and database systems management.
- Demonstrated experience leading a team.
- Relational database experience required. Fundraising software experience preferred.
- Data visualization tools experience preferred.
- Project management experience with demonstrated ability to track and manage deliverables to successful completion.
- Demonstrated ability to work collaboratively and build relationships to achieve organizational and department results.
- Strong organizational and time management skills with attention to details.
- Demonstrated problem solving and interpersonal skills.
- Non-profit sector work experience desirable
- Ability to multi-task, prioritize and perform under pressure. Ability to adapt to a flexible work schedule is also required.

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. **Hybrid work schedule may be available.**