



New Hope Housing

Job Description

Donor Database Associate

Job Title	Donor Database Associate
Reports to	Assistant Director, Philanthropy
Department	Fund Development/Communications
FLSA Status/Classification	Full Time/Exempt/Salaried
Direct Reports	None
Salary	\$60,000-\$65,000 annually

Email cherise@newhopehousing.com to apply

Job Summary

New Hope Housing, Inc. (NHHI) seeks a positive, confident, and results-driven entry level professional with a service-oriented spirit. The Donor Database Associate is responsible for overseeing all aspects of the Raiser's Edge donor database. This role is integral to ensuring data integrity, managing gift processing, generating accurate reports, conducting prospect research, and coordinating stewardship activities. The Donor Database Associate will also collaborate closely with the Finance team for reconciliation and manage database cleanup projects. This position requires a high degree of accuracy, attention to detail, and collaboration with internal teams to optimize data usage and support fundraising initiatives.

Duties and Responsibilities

Gift Entry & Acknowledgment

- Enter gifts, pledges, payments, and donor/prospect information into Raiser's Edge, maintaining accurate and up-to-date donor records.
- Ensure all gift entries follow reporting standards and IRS guidelines.
- Create and update written processes for gift entry, data entry, and acknowledgment to ensure best practices.
- Manage online credit card processing for recurring and non-recurring gifts, ensuring accuracy and compliance.
- Handle Matching Gift applications, including filing and responding as needed.
- Acknowledge and receipt all gifts following IRS regulations to ensure accurate donor communication.
- Create and manage online donation forms in Raiser's Edge NXT for campaigns, annual funds, and event registrations.

Donor Data Management

- Reconcile all gifts recorded in Raiser's Edge with the Finance team, conducting reconciliations at the end of month and end of year. Provides assistance with annual financial audit as needed.
- Regularly audit and clean database records, implementing best practices like National Change of Address (NCOA) updates.
- Work closely with other departments to ensure data consistency and accuracy across systems.
- Prepare routine and special queries to assist in data analysis for fundraising events, donor recognition, pledge reminders, and more.
- Identify and implement improvements to database processes for increased efficiency.

Prospect Research

- Conduct research on prospective individual and foundation donors using web and database tools.
- Provide detailed research reports to support donor cultivation efforts by the Development team.

Stewardship Coordination

- Coordinate stewardship activities, ensuring timely and meaningful follow-up with donors as assigned by the Assistant Director of Philanthropy.
- Track and document all stewardship actions in Raiser's Edge to maintain accurate records of donor engagement.

Administrative Support

- Provide communication and customer service to donors and volunteers, supporting the overall development team.
- Generate regular and special reports for the Development team, assisting with fundraising efforts and analysis.
- Provide general administrative support, including correspondence, mailings, and office tasks as needed.

General Expectations

- Participate in development and fundraising events as needed, including some evenings and weekends.
- Maintain up-to-date knowledge of industry best practices for data management and donor engagement.
- Demonstrate a strong commitment to accuracy, confidentiality, and a positive representation of the organization.
- Collaborate with other departments and provide support to broader fundraising initiatives.
- Perform other duties as required or assigned.

Qualifications

- Bachelor's degree preferred.

- Minimum of two years of experience in gift processing and data management; Raiser’s Edge experience strongly preferred.
- Intermediate to advanced knowledge of charitable gift regulations and reporting standards.
- Strong data management and reporting skills, with proficiency in Google Suite, Excel, Word, and Raiser’s Edge or similar CRM software.
- Strong organizational skills, attention to detail, and ability to manage multiple tasks.
- Excellent communication and interpersonal skills, with the ability to work independently and collaboratively.

Equipment

- Duties will require the regular use of telephones, computers, fax machines and calculators.

Physical Requirements

Must have the ability to lift moderately heavy objects up to 10lbs. and perform duties requiring extensive maneuverability and normal strength.

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THIS JOB DESCRIPTION DOES NOT CREATE EITHER AN EXPRESS OR IMPLIED CONTRACT OF EMPLOYMENT OF ANY SPECIFIC DURATION. ALL EMPLOYMENT WITH NHHI IS “AT-WILL” MEANING THAT EMPLOYMENT WITH NHHI MAY BE TERMINATED AT ANY TIME, WITH OR WITHOUT NOTICE, FOR ANY REASON OR NO REASON, BY EITHER NHHI OR THE EMPLOYEE.

I acknowledge receipt of the above job description.

Signature

Date