Donor Systems Coordinator

Job Responsibilities

Overview

The Donor Systems Coordinator manages and implements all constituent database systems to maintain the integrity of donor information and meet the data needs of all Foundation staff, programs and activities. This position produces lists, designs and produces reports, and manages donor-tracking systems.

The Donor Systems Coordinator acts as an essential member of the fundraising team by helping develop cultivation and solicitation strategies, setting donor data governance guidelines, and ensuring the iMIS database is used to its full potential.

This position provides oversight for gift processing, gift recording, and timely and accurate gift acknowledgment. The position also provides prospect research and analytics, and serves as the prospect manager.

Specific responsibilities include:

1. Participate as full development team member in the planning and conduct of all fundraising projects by meeting donor information needs.
   a. Use knowledge of donor database management and the iMIS constituent management system to provide information support for all Foundation staff, programs and activities.
   b. Recommend and implement strong data systems and analytics support for fundraising, relationship development, gift tracking, reporting, events, constituent engagement, cultivation and solicitation activity, and other donor data functions.
   c. Design and implement custom list selection, using complex queries and segmentation criteria. Generate exportable lists for mailings and other fundraising activity.
   d. Prepare accurate donor lists for donor recognition and donor appreciation outreach, including lists of memorial and tribute gift donors.
   e. Design and implement systems to track donor information, including planned and completed donor cultivation activities. Complete timely follow-up with donors and prospects.
   f. Play an integral role in prospect management. Help identify donor pipeline for high-value annual gifts, as well as major and planned gifts.
   g. Serve as prospect manager. Provide prospect review reports and material for prospect management meetings.
2. **Support fundraising staff with routine and special reports.**
   a. Understand and anticipate the needs of fundraising staff. Design regular donor and gift activity reports. Use resident reports in iMIS database system, including appeal analyses and fund/distribution analyses, and produce custom reports.
   b. Design, update and distribute routine reports to help gift officers plan and implement targeted individual gift strategies in conjunction with prospect management.
   c. Produce a suite of routine productivity reports and ensure reports are produced on schedule.
   d. Prepare gift reports for fundraising staff.

3. **Own management of fundraising aspects of the constituent database system (iMIS) in coordination with Fraternity IT staff.**
   a. Keep current with knowledge of iMIS software and capabilities. Maintain expertise in analyzing and extracting applicable data.
   b. Continually analyze Foundation IT needs. Develop requirements for data systems, coding, data standardization, data integrity and information management processes. Ensure iMIS features are used and functional, including pre-programmed reports.
   c. Design or update Foundation data governance guidelines. Recommend policies and protocols to ensure data integrity. Maintain database manuals and policies.
   d. Maintain accurate data and engage in routine data hygiene to ensure usable donor biographical and gift data. Coordinate efforts of staff and volunteers to assist with information updates, such as call reports. Orient Foundation staff to iMIS as needed.
   e. Coordinate maintenance of Foundation computer systems with Fraternity IT department and monitor routine fundraising data backups.

4. **Provide oversight of Foundation online interface and gift receipt functionality.**
   a. Provide Foundation oversight of technical aspects of Foundation webpages and other online gift-related technology.
   b. Ensure web features, services and links are operational, including online donation functions.
   c. Oversee mechanisms for email solicitation, stewardship and donor communication.

5. **Coordinate donor research function and ensure integration with the donor database and gift officer activity.**
   a. Create and implement systems for donor database mining and prospect research to identify potential prospects for large gifts and to help develop cultivation/solicitation strategies. May include preparation of in-depth donor profiles for select prospects.
   b. Recommend and implement donor database analytics, profiling and predictive modeling to help target prospects for large gifts. Integrate donor research with Fraternity analytics.
c. Ensure all research is integrated into donor database. Provide oversite of electronic and hard copy files for donors and prospects.

6. **Supervise gift processing and acknowledgement processes.**
   a. Ensure all gifts, pledge payments and online gifts are processed in a timely and meticulous manner.
   b. Ensure thank-you letters are generated within three business days or less (with some pre-approved exceptions, such as gifts made at Convention).
   c. Oversee management of stock gifts, credit card systems and recurring giving.
   d. Ensure gifts are recorded in compliance with donor and Foundation restrictions, and in compliance with IRS regulations.
   e. Monitor pledges receivable and maintain systems to notify donors with pledge reminders.

7. **General**
   a. Work with a customer service/donor-focused mentality. Demonstrate sensitivity to needs of donors and volunteers.
   b. Work with highest level of integrity and ethics. Handle donor information with complete confidentiality and discretion.
   c. Represent Foundation with staff and membership in professional manner.
   d. Provide staff support at Foundation functions and special events, when needed.
   e. Complete other tasks as assigned.

**Reports to Executive Director**

**Direct Reports**

Gift Processor

**Education and Experience Requirements**

1. Bachelor’s degree required in relevant field. Relevant work experience may substitute for a portion of the educational requirement. Training in donor database or equivalent desired.
2. Minimum three to five years related experience required, with a demonstrated track record in managing relational databases.
3. Directly related experience with donor database management/fundraising software or equivalent preferred. Database management experience in public relations, marketing or related field will be considered.
4. iMIS experience preferred. Experience in Raisers Edge, DonorPerfect, eTapestry, Salesforce, Ellucian Advance, or similar fundraising management software desired, if no experience with iMIS.

5. Knowledge of Microsoft Office programs or related software required.

6. Operational knowledge of report tools such as Crystal Reports, Microsoft SSRS or Tableau.

7. Previous work in a nonprofit environment preferred.

8. Basic knowledge of fundraising highly desirable. CFRE desirable but not required.

9. Excellent human relations, oral, written and organizational skills.

10. Must be detail-oriented.

11. Ability to manage multiple tasks simultaneously required.

12. Ability to work independently and exercise sound judgment.

13. Ability to deal with pressure and meet deadlines.

The Kappa Kappa Gamma Foundation is a 501 (c) 3 organization established in 1989 to raise and manage funds to support qualifying programs of the Kappa Kappa Gamma Fraternity and its members. The mission of the Kappa Kappa Gamma Foundation is to support the lifetime development of women through the funding of educational programs, financial assistance and preservation of Kappa heritage and its vision is to be at the forefront of empowering inspired women. The Foundation is governed by a 13-person volunteer Board of Trustees. The Board of Trustees is supported by numerous volunteer chairman and committee members, and 8 full-time staff members.