Job Title: Manager Constituent Database (Foundation)

Reports to: Director of Development, Foundation
FLSA Status: Exempt
Level: 211
Position Class: Professional Staff

Job Summary:
This position is responsible for the overall management of all biographical and gift information including all data entry and retrieval for constituent records in a menu driven database program.

NOTE: Job descriptions and essential functions are subject to change due to advances in technology, utilization of work force, and other factors which may impact the College’s need to modify position requirements.

Essential Duties and Responsibilities:
The following listing of essential job duties indicates the general nature and level of work required in this job. This is not designed to be a comprehensive listing of all the activities, duties, or responsibilities that may be required in this job. Individuals assigned to this job may be asked to perform other duties as required. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities of the job.

Applicants may be asked to demonstrate any or all of the following duties:

1. Maintains the Raiser’s Edge software. Recommends modifications as needed. Implements updates and upgrades.

2. Maintains accurate biographic/demographic records on constituent database. This includes entering initial data; updating data as needed; using tracers, news releases, telephone calls, research firms and postal changes to obtain new data.

3. Maintains accurate current records for separate sub-systems through data entry and retrieval. This includes maintaining files and producing reports as needed for any of the following: related volunteer activities; deceased files; inactive files; lost alumni files; alumni by class year; emeriti; athletic alumni by sport; scholarship recipients by scholarship; student government and other similar segmented tracking.

4. Creates new constituent records twice each year for recent State College of Florida, Manatee-Sarasota graduates.

5. Prepares reports as requested. This includes running reports and/or lists and labels and disks for event mailings and fund-raising campaigns.
6. Maintains accurate fund-raising information according to CASE/NACUBO standards. This includes posting and recording pledges and gifts to appropriate donor records according to the proper fund category, updating information as necessary; providing information to appropriate staff.

7. Updates, records and researches corporate matching gifts to ensure eligible gifts are matched.

8. Maintains paper files for constituencies.

9. Submits and retrieves production input/output. This includes providing information to the Executive Director for status reports for Board of Trustees, the Foundation Board of Directors, the Director of Development or Development Associate for volunteer committees, and various surveys.

10. Processes gifts and gift batches from data entry to preparation of gift receipts, thank you letters, and/or pledge reminders. All gift receipts are to be mailed within 48 hours of receipt.

11. Helps prepare the annual honor roll of gifts.

12. Records and tracks payroll deductions and prepare receipts for tax purposes at the close of each calendar year.

13. Records and tracks gifts in kind.

14. Administers and manages user access, rights, passwords and security.

15. Assists with the maintenance and updating of the Foundation’s web page.

16. Provides technical support and coordinate training sessions for users.

17. Attends and assists at all Foundation events. This includes maintaining all event reservations prior to each event and working at the event.

18. Actively participates in staff meetings, and assists other staff members in the accomplishment of department goals.

**Job Qualifications:**
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 or equivalent experience in database management (preferably Raiser's Edge 7). Minimum of two years' previous experience with database administration including experience with queries and data manipulation for reporting purposes is required. Working knowledge of web page software.

  Previous experience in a college/university and/or non-profit setting is desirable.
• **Supervisory Experience:**
  None required.

• **Language Ability:**
  Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or government regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

• **Math Ability:**
  Ability to add, subtract, multiply, and divide using whole numbers, common fractions, and decimals. Ability to perform calculations on standard measures of American currency and weight, volume, and distance.

• **Reasoning Ability:**
  Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables. Ability to work with formulas, scientific equations, graphs, musical notes, etc.

• **Computer Skills:**
  In-depth knowledge of Windows and Microsoft Office operations; Word; Excel; Access; Crystal Reports, and not-for-profit database, preferably working knowledge of Raiser’s Edge 7 software.

• **Certificates and Licenses:**
  Ability to be bonded by the Foundation’s insurance policy.

**Responsibility for People and Property:**
Responsible for the integrity of the Foundation’s entire electronic and hard copy biographical and gift database.

**Responsibility for Communication:**
• **Internal Contacts:**
  This position has routine contact with Foundation staff and various College employees/volunteers.

• **External Contacts:**
  This position has frequent contact with benefactors, alumni and friends of the College regarding gift or name and address updates as well as mail houses and software vendors.

**Work Environment:**
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is moderate.
**Physical Demands:**
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is routinely required to talk or hear. The employee is regularly required to sit, and use manual dexterity. The employee is occasionally required to walk, reach with hands and arms, and stoop, kneel, crouch, or crawl, and lift and/or move up to ten pounds. The vision requirements include the need for close, distance, color, peripheral vision, depth perception and the ability to adjust focus.

**General Performance Standards and Expectations:**
In addition to satisfactory performance on all of the essential job duties and responsibilities for this job, all State College of Florida, Manatee-Sarasota employees must fulfill the following basic performance expectations:

1. **Mission and Goals:** Each State College of Florida, Manatee-Sarasota employee is expected to know the College’s mission and goals.

2. **Customer Service:** All State College of Florida, Manatee-Sarasota employees will strive to provide outstanding customer service to everyone they serve including students, the community, and fellow employees.

3. **Grooming and Appearance:** State College of Florida, Manatee-Sarasota employees are expected to maintain a neat and professional image at all times. When issued, College personnel must wear uniforms, and maintain a neat, clean, and well-groomed appearance.

4. **Safety Awareness:** State College of Florida, Manatee-Sarasota employees are expected to work diligently to maintain safe and healthful working conditions, and to adhere to proper operating practices and procedures designed to prevent injuries. Employees are required to wear personal protective equipment as provided.

5. **Attendance Standards:** State College of Florida, Manatee-Sarasota employees are expected to attend their work assignments and schedules at all times, in accordance with College Rules and Procedures.

6. **Training:** State College of Florida, Manatee-Sarasota employees are expected to attend College-provided training sessions and meetings when deemed necessary.

7. **Continuous Improvement:** State College of Florida, Manatee-Sarasota employees are expected to give attention to continuous assessment and improvement of the position’s assigned set of duties and responsibilities.
**Approvals:**
This job description has been reviewed and approved by the leaders whose signatures appear below.

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<th>Title</th>
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