



CORE VALUES

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Job Title: Specialist, Raiser's Edge and Technology Services

Department | Location: Information Technology | Long Beach

The **Technology and Database Services Specialist** administers and manages the Raiser's Edge constituent management database while maintaining established data entry guidelines and providing support to staff on Raiser's Edge issues. This role manages all aspects of the Raiser's Edge database and ensures data cleanliness and integrity, timely donor acknowledgement and thorough reporting.

This position creates, implements, and supports systems in the Raiser's Edge that will enable the entire Development Team to perform with greater efficiency and accountability.

This position assists with the efficient operation of the organization's IT infrastructure; serves as the primary contact and IT liaison for off-site events such as championship competitions; and provides back up for Games Management System (GMS) entry. The incumbent works with the IT Assistant Vice President to maintain efficient database operations for all software programs used to track athletes, donors and volunteers including developing and refining efficient data entry procedures.

Reports To: Assistant Vice President, Technology and Database Services

Job Level: 4

Compensation: This is a full-time position with benefits eligible on the first of the month following the start date. The salary non-exempt range is **\$53,040 - \$65,000** depending on relevant education and experience.

KEY RESPONSIBILITIES

Raiser's Edge Database Maintenance: 55%

- Maintain Raiser's Edge to ensure program enables maximum efficiency as a constituent relationship management system consistent with established data entry guidelines. This includes but is not exclusive of merging duplicate records; creating new funds; updating Raiser's Edge records and deleting obsolete batches, queries and reports.
- Input donations including all bank deposits, wire transfers and in-kind donations.
- Import online donations and other transactions.
- Strategize and implement methodology for maximizing the efficient management of the organization's constituents through the effective use of the Raiser's Edge.
- Contribute to the organization's effective use of electronic communication by managing the MailChimp integration process.
- Import records from athlete and volunteer management software into the Raiser's Edge
- Work with finance department to reconcile donations on a monthly basis.
- Use Blackbaud enrichment services to update email addresses and telephone numbers.



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Raiser's Edge Support: 20%

- Generate complex queries, reports and exports upon request.
- Supplement the development team's Blackbaud training by providing assistance in creating dashboards and other data analysis tools to track fundraising results.
- Manage donor acknowledgement process by generating receipts electronically using Raiser's Edge NXT when possible and creating Mail Merge document for all others. Work with colleagues to review, approve and mail receipts properly.
- Generate pledge invoices and assist Development with pledge tracking.

IT Support: 15%

- Provide general IT support, including managing hardware inventory.
- Manage technology needs for Summer Games, Fall Games and other off-site competitions and events by determining equipment needs as well as ordering, organizing, setting-up and delivering equipment.
- Manage users in Fusion Voice over Internet Protocol (VoIP) telephone system.

GMS Administration and Database Management: 2%

- Assist GMS Database administrator with data entry for traditional athletes into GMS as needed during peak seasons.
- Assist with refining data entry procedures and guidelines for all databases used by the organization.

Dream Big Raffle: 3%

- Responsible for the timely and accurate import of the Dream Big Raffle and other raffle fundraisers into the Raiser's Edge.

Administration: 5%

- Actively participate in monthly staff meetings and other meetings as assigned.
- Take the requisite Blackbaud courses to ensure proficiency in the Raiser's Edge.
- Maintain proficiency in both GMS and the Raiser's Edge by participating in additional webinars and training sessions as assigned.
- Pass the Raiser's Edge Fundamentals exam within six months of hire date. Pass the Raiser's Edge Professional Exam annually.

TOTAL: 100%

JOB LEVEL RESPONSIBILITIES: Works with supervisor on agreed upon goals and plans. Uses discretion and independent judgement within specific areas of expertise. May supervise hourly and/or salaried employees. May have access to executive level confidential information and/or data. Recognized expert in all areas of responsibility.

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.



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EDUCATION AND/OR EXPERIENCE:

- B.S. degree in accounting or equivalent job experience
- 4-6 years' administrative experience
- Minimum of one (1) year of database management experience with Raiser's Edge required.
- Preferred two (2) years of data management experience preferred.

SKILLS AND/OR ABILITIES:

- Excellent computer skills, including proficiency in database management programs - preferably the Raiser's Edge - and MS Office
- Demonstrated ability to input raw data into donor database using independent judgment skills.
- Proficiency and accuracy with 10-key adding machine and typing skills of 50 words per minute.
- Demonstrated ability to handle confidential data.
- Ability to work well with others, to exercise sound judgment, and to be flexible.
- Excellent data entry skills and experience
- Strong attention to detail
- Ability to handle confidential data, including donor information.
- Excellent verbal and written communication skills
- Ability to provide effective training.
- Ability to work well with others, exercise sound judgment, and be flexible.
- Excellent organizational skills and demonstrated ability to prioritize and effectively manage multiple tasks.
- Demonstrated problem-solving skills.
- Ability to work closely with volunteers, including interns.
- Ability to work weekends in support of two headquarters events per year.
- Have a valid California driver's license and meet minimum California vehicle insurance requirements.
- Ability to pass background screen check of drivers' license and criminal history.
- The employee occasionally is required to stand, walk, lift, or carry up to 24 pounds.

WORK ENVIRONMENT: Position's primary work location is in the SOSOC Long Beach office. Position will require some occasional driving/travel.

APPLY: A staff member will review all resumes received for our open positions. Due to the large number of applicants, only candidates selected for interviews will be contacted. Please send resume and cover letter to lbjobs@sosc.org.