



JOB DESCRIPTION

JOB TITLE: Raiser's Edge Database Manager

REPORTS TO: Director of Philanthropy

FLSA STATUS: Non-Exempt, Full-Time

DIVISION: External Affairs Department

HOURLY: \$25-\$27 per hour, based on experience

LOCATION: Kitchen & Senior Innovation Hub, 9590 Chesapeake Drive, San Diego, CA

SUMMARY:

Meals on Wheels San Diego County is seeking a Raiser's Edge Database Manager to join our External Affairs team's fundraising efforts, allowing us to achieve our mission of empowering seniors and disabled veterans to remain independent by nourishing their bodies, minds, and spirits. This role is vital to our fundraising activities, as you will be responsible for all reporting, aspects of gift processing and data integrity to ensure the accurate and timely recording of donor gifts and creating and sending appropriate acknowledgement letters for gifts received. This role will report to the Director of Philanthropy.

DUTIES & RESPONSIBILITIES:

- Track donor performance and explore strategies to maximize revenue.
- Oversee Raiser's Edge database management, including data cleanup, gift entry, and reporting.
- Create and manage departmental dashboards for analysis and fundraising metrics.
- Collaborate with the Director of Philanthropy to structure data capture in Raiser's Edge.
- Develop Excel tools for data manipulation as needed.
- Process donations accurately and manage all aspects of donation processing in Raiser's Edge.
- Download and process donations from various platforms including Paypal, OneCause, FundraiseUP, and direct mail and share information with Development and Finance staff.
- Manage acknowledgment letters and maintain the acknowledgment library for all revenue sources.



- Conduct monthly data hygiene tasks and support data accuracy with external vendors.
- Generate donor mailing lists and reporting for campaigns and appeals.
- Maintain donor management software and user access.
- Manages expense reporting and credit card reconciliation for team members.
- Update website content for accuracy and timeliness, as assigned.
- Serve as backup for daily incoming mail processing and distribution.
- Act as the point of contact for External Affairs customer service, addressing donor inquiries.
- Organize and prioritize tasks, improving processes as necessary.
- Assist with events and maintain confidentiality of information.
- Collaborate with Finance and other departments to analyze reporting requirements.
- Assess current database utilization and develop effective policies and procedures.
- Maintain standard queries and reports and perform prospect research.
- Complete other duties as assigned.

QUALIFICATIONS:

The ideal candidate will have the following:

- High School Diploma (or G.E.D.) required; Associate or Bachelor's degree preferred.
- Minimum two years of experience with Raiser's Edge, preferably in a non-profit fundraising environment.
- Experience in gift processing, accounting, or related fields strongly preferred.
- Proficiency in Microsoft Office (Office 365 preferred) with strong letter composition and spreadsheet skills.
- Ability to manage confidential information and multiple priorities with attention to detail.
- Strong problem-solving and time management skills, with a commitment to accuracy and database integrity.
- Excellent communication and organizational skills, able to work independently and manage multiple projects.
- Demonstrated teamwork and collaboration across departments.
- Available to work some evenings and weekends as required.



REQUIREMENTS:

Standard office environment. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions. Must have a valid California driver's license. Physical requirements include standing, sitting, typing, bending, and lifting to approximately 35 lbs. The noise level in the work environment is moderate. Must have reliable transportation.

Successful candidates for this position will be subject to a background check as a condition of employment.

SUMMARY OF BENEFITS

- 160 hours of Paid Time Off (PTO) Annually - subject to the MOWSD PTO policy
- 11 Paid Holidays Annually
- Medical Insurance - Choice of 4 HMO plans+ 2 PPO through Meals on Wheels Group Plan
- Dental Coverage & Vision Coverage
- Life, Long-Term Disability (LTD), Employee Assistance Program (EAP)
- Flexible Spending Account
- 401 (k) plan, including up to 3% employer matching contribution.

TO APPLY:

Please send your cover letter and resume to the Human Resources Coordinator at humanresources@meals-on-wheels.org. Applications will not be considered complete without both.

Note: *This position is considered "NON- EXEMPT" by the Fair Labor Standards Act. This organization reserves the right to revise or change duties and responsibilities as the need arises. This job description does not constitute a written or implied contract of employment. Meals on Wheels San Diego County is at "at-will" employer. Criminal background checks, fingerprinting, and bonding are required.*