

MUSICAL ARTS ASSOCIATION POSITION DESCRIPTION

TITLE	Development Database Coordinator
DEPARTMENT	Philanthropy & Advancement
REPORTS TO	Development Data Manager
STATUS	Full Time, Non-Exempt
DATE	September 2018

POSITION SUMMARY:

The Development Database Coordinator is responsible for all aspects of gift processing for Philanthropy & Advancement Development operations. This includes proactively analyzing *Tessitura*'s gift processing functionality and refining the system to support all facets of comprehensive gift processing and campaign reporting. The Development Database Coordinator is responsible for data entry and the establishment of all policies and procedures related to data entry and gift processing, including acknowledgement, recognition and invoicing.

The Development Database Coordinator provides technical support and training to department staff. The Development Database Coordinator represents the Philanthropy and Advancement Department on the cross-institutional *Tessitura* team, has shared responsibility for enforcing adherence to data standards and ensuring data integrity and assists with all patron account data entry and maintenance.

MAJOR DUTIES:

Technical Support and Training

- Provide initial and ongoing training to all applicable staff and ensure that all team members have basic proficiency in *Tessitura*'s functionality as well as knowledge of data entry standards, policies and procedures.
- Test various updates and upgrades to the *Tessitura* software.
- Develop and maintain contacts within the *Tessitura* community to identify and share innovative uses of *Tessitura*. Participate in *Tessitura* conferences and utilize related webinars, online forums and other available resources for professional development.
- Update *Tessitura* with various activities and information (e.g. benefits and direct mailing information, donor gift levels for program book).
- Ensure the accuracy of the *Tessitura* database and complete updates, audits and maintenance on an ongoing basis, including creating and promoting events and activities
- Identify best prospects for gift officers during the course of daily data entry
- Complete donor research and prospecting
- Review acknowledgements that are completed by the Development Operations Associate
- Track Endowed Chairs and Naming Opportunities in *Tessitura*
- Establish and ensure database "best practices" are used consistently by all *Tessitura* users and with all data processes for accuracy, consistency and reliability of information.

- Represent the P&A Department on cross-institutional *Tessitura* team as well as the program book production team.
- Support Operations Team in compiling reporting and lists in support of The Cleveland Orchestra's campaign efforts

Coordination Of Donor Gift Entry and Processing

- Support Associate in all gift entry (Cleveland, Miami, web gifts, Telefund, payroll deductions, reoccurring donations, and all other contributions)
- Establish, document, and communicate policies and procedures for gift entry and gift processing, including gift acknowledgements, recognition, and invoicing. Ensure organizational compliance with established procedures.
- Ensure the alignment of donor contributions with the Finance Department's requirements for accounting, auditing, and reporting.
- Partner with the appropriate team member to ensure proper documentation when entering all gifts and pledges. Monitor the gift entry and progress of gifts received through internet and subscription renewals. Assist with gift entry processing as necessary.
- Collaborate with I.T. staff to maintain and refine relevant codes/code tables related to gift processing in order to ensure accuracy in all aspects of data processing and comprehensive campaign reporting, including overall campaign reporting, specific reporting for annual, endowment, legacy and special fundraising attainment, membership information and program book recognition.

SUPERVISORY RESPONSIBILITIES:

- No supervisory responsibilities.

QUALIFICATIONS:

- Bachelor's Degree in a related field or 3-5 years technical experience in database management or technical support
- Familiarity with fundraising software systems, especially *Tessitura*, highly desirable
- Proficient with Microsoft Office and able to learn and use various database and planning software
- Proficiency in SQL preferred
- Ability to balance a highly technical function with an outstanding level of customer service
- Outstanding organizational skills and high attention to detail
- Excellent verbal and written communication skills
- Ability to be discreet and maintain a high degree of confidentiality
- Demonstrated independent, mature judgment
- Ability to consistently maintain a professional image and demeanor
- Strong problem-solving skills combined with a collaborative approach
- Ability to successfully prioritize to manage multiple projects and deadlines
- Must be able to travel to local or regional meetings

PHYSICAL REQUIREMENTS:

- The physical requirements of this position are related to a standard office environment. Must be able to utilize a phone, computer and screen, and other office equipment. While performing the duties of the job, the employee is required to hear, talk and primarily sit;

occasionally stand, walk, reach, stoop, or kneel. Must be able to occasionally lift up to 25 pounds.

The duties listed in the job description above are intended only as illustrations of the various types of work that may be performed. These listed duties are not intended to describe in detail all the tasks that may be assigned but rather to provide a general sense of the responsibilities and expectations. Omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. At the employee's request, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

EMPLOYEE SIGNATURE

DATE

PRINTED NAME