

National Osteoporosis Foundation

Position Availability

Database Manager

JOB TITLE: Database Manager
FLSA STATUS: Exempt, F/T
DEPARTMENT: Operations
REPORTS TO: Chief Administrative Officer
LOCATION: Arlington, Virginia

JOB SUMMARY

The National Osteoporosis Foundation (NOF) is the leading health organization dedicated to preventing osteoporosis and broken bones, promoting strong bones for life and reducing human suffering through programs of public and clinician awareness, education, advocacy and research. Established in 1984, NOF is the nation's only health organization solely dedicated to osteoporosis and bone health.

Osteoporosis is a major public health threat for an estimated 54 million Americans. Studies show that one in two women and up to one in four men over age 50 will break a bone due to osteoporosis in their lifetime. NOF works to improve patient care and provide support for those who have broken bones due to osteoporosis and to educate the public to prevent osteoporosis and broken bones and promote strong bones for life.

The Database Manager upholds the critical role of maintaining Blackbaud Raiser's Edge, Luminate Online, Luminate Advocacy and other engagement platforms that the organization utilizes for its development, communication, professional membership, and advocacy activities. The Database Manager is responsible for the performance, integrity, and security of the organization's Raiser's Edge and Luminate systems. The Database Manager will also be involved with the planning and development of the database as the constituent database grows, as well as troubleshooting issues on behalf of others.

POSITION RESPONSIBILITIES

Database Management

1. Acts as Raiser's Edge and Luminate Administrator of the organization and is considered a "super-user" and expert.
2. Manage Raiser's Edge and Luminate, including maintenance, user accounts, global changes, gift entry, reporting, queries, and data clean-up and optimization projects with the goal of providing current, consistent, and accurate data.
3. Develop and deliver clear and accurate reporting and tracking vehicles and instructions for reports, dashboards, and data extracts.
4. Create and implement up-to-date Standard Operating Procedures for entry and reporting and ensure all entries conform to these procedures.
5. Work with key stakeholders to ensure Luminate Online and Luminate Advocacy communication and engagement strategies and tactics are maximized to attract support of NOF's mission.

Revenue Reconciliation

1. Process and track all pledges, gifts and pledge invoices.
2. Generate acknowledgment letters to donors over \$250.

3. Work in collaboration with Direct Mail vendor for batch coordination, validation, and timely acknowledgment.
4. Reconcile and close monthly development department financials on time.
5. Produce mailing lists, emailing lists (groups in Luminate Online/Luminate Advocacy), renewal reminders for professional membership.
6. Prepare data merges and letters for signature for CEO mailings and VIP mailings.
7. Develop, run, and review timely donor reporting audits to ensure accurate gift entry and acknowledgement.
8. Manage credit card gift processing and conduct calls to update expiring credit cards with recurring donors.
9. Assist with cross-departmental activities that impact the donor, membership, program and policy missions of NOF, as part of a project team.
10. Promote a culture of high performance and continuous improvement that values learning and a commitment to quality.

GENERAL ADMINISTRATIVE DUTIES

1. Provide general administrative duties in support of the organization as needed.
2. Special projects as assigned.

EDUCATION AND EXPERIENCE

1. BA/BS in related field.
2. Minimum 3-5 years' experience in Raiser's Edge, preferably as an administrator in a nonprofit fundraising environment.
3. Proficiency in Raiser's Edge.
4. Familiarity with RE NXT and Luminate.
5. Proficiency in Microsoft Office, particularly Microsoft Excel, and a demonstrated ability to perform mail-merge functions.
6. Demonstrated ability to work successfully in a team environment.

JOB QUALIFICATIONS

1. Excellent recordkeeping, writing, communications and interpersonal skills.
2. Excellent planning, organization and time management skills including the ability to support and prioritize multiple projects with minimal supervision.
3. Extremely organized and detail oriented, able to keep accurate records and execute professional follow up.
4. Ability to act in an entrepreneurial manner, taking initiative, being responsive to new opportunities and create value in the face of obstacles.
5. Ability to work independently in a fast-paced environment on multiple projects.
6. Cooperative, supportive and "can-do" attitude is crucial in this team-oriented environment.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

Work is performed in an office environment and involves normal safety precautions when operating equipment and performing work. The work requires the ability to travel domestically and occasionally internationally. Work is essentially sedentary with occasional walking, standing, bending, carrying items under 25 pounds such as books, paper, small parcels, etc.

LICENSES, CERTIFICATION AND OTHER REQUIREMENTS

None

Salary and job title are commensurate with experience.

APPLICATION PROCEDURE

To apply for this position, send a cover letter and résumé with salary history to the Chief Administrative Officer at employment@nof.org