



CROSSPURPOSE

Donor Support and Database Specialist 2025 Job Description

Scope and Position Responsibilities

The successful candidate will manage and analyze donor data to support fundraising and engagement efforts. This role involves maintaining the integrity of donor databases, generating reports, and providing insights to drive strategic decision-making. They will collaborate with the Data and Tech team to manage the organization's donor database (Salesforce), platforms that integrate with Salesforce, and filing systems to maintain data integrity across the development department. The position supports ongoing data management, business process improvements, and data hygiene, and ensures that data can be leveraged internally and externally to draw actionable insights.

Department: Development

Supervisor: Director of Development Operations

Major Areas of Responsibility

Manage database and development infrastructure

- Collaborate with the Data and Tech team to manage all aspects of the organization's donor database (Salesforce), ensuring optimal functionality and seamless data integration across platforms.
- Ensure proper and comprehensive documentation of donor files (proposals, reports, invoices, payments, donor communications, etc.) in Salesforce and on shared drives.
- Collaborate with other teams to write, implement, and uphold standard operating procedures (SOPs) to document best practices and protocols and ensure data quality and system integrity; regularly monitors database use and proposes amendments to policies and procedures for greater effectiveness as needed.
- Identify opportunities for system improvements and enhanced integration to streamline data entry and processes, increase collaboration, and improve reporting.
- Provide training and support to staff on database functions to facilitate their responsibilities.
- Maintain accurate data on donors and funders, while collaborating with relevant team members, to ensure data consistency.
- Report problems with the database and stay current with updates to the system.
- Conduct regular internal audits and other quality control measures to identify errors/inconsistencies and correct them.
- Work closely with the development team to understand their data needs and assist in creating tailored reports and analytics that support strategic decision-making and fundraising efforts.

Fundraising metrics and analysis to assess progress toward goal and inform fundraising strategies

- Develop and maintain standard queries, reports, and importing/exporting protocols to support fundraising activities.

- Create and manage dashboards across the department for analysis, tracking metrics, and fundraising/financial reporting.
- Collaborate with the team to track and report fundraising progress, campaign outcomes, giving trends, and other metrics. (EX: YTD vs LYTD, YTD to Goal, retention rate, acquisition, and lapsed data for relationship managers, department, and campaigns).
- Conduct analysis to evaluate donor engagement, understand donor behavior, and identifies prospects for increased giving.
- Prepare donor reports for development department and senior leadership.
- Ensure timely and accurate entry of gifts into the database and that donors are acknowledged following fundraising best practices.

Other fundraising and development support

- Manage and educate the Development team on all vendors and platforms (Classy, DonorSearch, Double the Donation, etc.).
- Research new tools and softwares to best serve the needs of the fundraising team.
- Utilize AI for donor research for customization and automation in donor engagement.
- Create and manage campaigns in Classy.
- Conduct prospect research for the Development team.
- Provides ad-hoc support to the development team, which can include, but is not limited to:
 - Campaign and event support
 - Back-up support to Development team

Works closely with the Finance Department on an ongoing basis to:

- Improve and streamline the finance and development reconciliation process.
- Collaborate with finance on annual audits and financial reconciliation, timely invoicing, and spending.
- Work with Finance to supervise and improve gift processing procedures.

Qualifications

- Bachelor's Degree or 2+ years of equivalent applied experience required.
- Two-three years of experience working with CRMs/databases, preferably in nonprofit or philanthropic organizations.
- Extensive experience with Excel and Salesforce, or comparable CRM.
- Expertise in data imports/exports, queries, report design, and dashboard creation within a fundraising context for a nonprofit organization.
- Demonstrated interpersonal skills/working well with others with different technical backgrounds/goals.
- Strong analytical skills for data interpretation and forecasting.
- Strong project management with the ability to prioritize and meet deadlines, as well as flexibility and willingness to pivot as needed.
- Exceptional attention to detail and accuracy.
- Systems orientation and ability to map out decisions/workflow.
- Ability to work independently and as part of a team.
- A vibrant personal faith and a deep commitment to the mission of CrossPurpose; with a deep commitment to racial, social, & economic justice and equity.

Hours, Compensation, and Benefits

Hours: 40+ hours/week: Evening and weekend hours are required occasionally to support departmental and organizational events.

Salary/Wage: \$59,000 - \$70,800 Annually (Support Specialist II)

Vacation: 15 days per year, plus the office is closed Christmas Day - New Year's Day, and staff have limited duties.

Sick Days: 6 days per year

Insurance Benefits: Health, dental, vision, worker's compensation, unemployment, short-term disability, long-term disability

These and other benefits are discussed in more detail in our Employee Handbook.