



Database Manager

Location: New York, NY

We believe in a world in which every human life is valued, and health and human dignity are shared by all.

We believe that access to quality healthcare is a basic human right. For more than 100 years, we have worked with global partners to deliver locally sustainable, quality healthcare solutions to women, children and their communities. We're ready to make it 100 more.

We believe change starts with her.

We work tirelessly for women's and children's health because they are disproportionately affected by illness and poverty. We know that healthy, educated, and empowered women are better able to raise healthy, educated, and confident children, and that communities depend on their livelihoods. We're making an impact – [learn more](#).

We believe in people.

We strive to live out our core values of **collaboration**, **love**, **excellence** and **respect** every day. We provide our employees with a competitive salary and a meaningful benefits package, with opportunities to learn and grow. We especially encourage all persons of diverse backgrounds to apply. *Read more from our President & CEO below.*

Department Summary

The Marketing & Communications department is responsible for implementing and evaluating the success of CMMB's marketing, communications (external and internal) and brand efforts across all CMMB locations to ensure that CMMB is recognized nationally and internationally to generate and optimize revenue and develop and market programs that achieve CMMB's vision and strategy.

Overview

You are an integral part of the CMMB team and are responsible for managing and administering the Blackbaud Raiser's Edge NXT database of record and Luminate Online customer relationship management (CRM) systems. Key responsibilities for this role include the ongoing implementation of improvements to Raiser's Edge NXT and Luminate Online, and their integration, for long-range and short-term planning. Knowledge of and competencies in these areas will be critical for success in this role: data imports/exports in collaboration with multiple vendors, data quality and integrity, constituent and gift data entry, data analysis and information retrieval (the creation of reports, queries, exports, etc.), prospect management, training and other donor support functions to assist the CMMB team in maximizing fundraising and donor stewardship effectiveness. The Database Manager reports to the Director, Strategy and Business Analytics.

Responsibilities

- Frequent information transfers (imports/exports) with multiple vendors to ensure regular, secure, accurate data is accessible and available for segmentation, marketing campaigns, reporting, and donor servicing.
- Oversee technical aspects of gift processing and ensure all incoming gifts are entered according to established policies and procedures, making recommendations to update them as needed.
- Implementation and integration of improvements to Raiser's Edge NXT CRM, and migration of data from non-Blackbaud legacy systems, including data conversion, validation, user-acceptance testing, and data clean-up.
- Create and run complex queries, reports, mailings and exports to support fundraising and outreach efforts on a routine and as-needed basis.
- Ensure accurate gift entry, pledge processing, and production of donor acknowledgements in a timely manner.
- Weekly, monthly and annual donor database maintenance and reporting.
- Import information from solicitation campaigns and execute frequent global changes.



- Create a culture of data quality and oversight by following and establishing quality assurance protocols, processes, and documentation.
- Collaborate with fundraising teams to track and report on fundraising progress, donor trends and analytics.
- Engage in data analysis, cleansing and data warehousing.
- Coordinate with the finance team to ensure gift data is properly coded and reconciled with the accounting system.
- Provide support and training to diverse internal teams to enhance end-user Raiser's Edge NXT proficiency, skills and professional development for annual giving, major individual giving, foundation and corporate fundraising, event management, and online engagement.
- Ensure regular adherence to data privacy, compliance laws and best practices
- Everything else that it takes to live out our mission and keep a good sense of humor.

Qualifications

You have a bachelor's degree and 4+ years' experience of Raiser's Edge database administration, including prospect and constituent management, data import/export, developing standard and custom reports, with experience in gift processing, posting and reconciling with finance. Experience with Blackbaud Raiser's Edge NXT and data migrations is highly desirable. Experience with Luminate Online and Salesforce is a plus. Analytics and modeling experience helpful.

You're very proficient with Raiser's Edge, ImportOmatic, and Crystal Reports, with advanced Microsoft Office skills (especially Excel – macros, various file formats, etc.).

You're familiar with and have experience working with direct mail, monthly and workplace giving, online donations, and other grassroots fundraising techniques.

You have strong communication skills and can translate technical information to non-technical audiences and communicate with NXT users to understand their needs.

You have a knack for being organized, managing your time, thinking critically, with an eye for accuracy and detail to ensure data integrity and quality. You're experienced in answering inquiries and requests in a friendly, direct manner and work well under pressure with a wide variety of people and can exercise judgment and maintain confidentiality.

How to apply

Visit our [careers page](#) for more information, and [click here to apply](#).

A message from Bruce Wilkinson, our President and CEO

As President of CMMB, I would like to thank you for your interest in joining with us on our journey to bring healthier lives to women, children and their families worldwide. CMMB has embarked on our second century of service to the most marginalized. Our vision of a world in which every human life is valued, and health and human dignity are shared by all is at the core of who we are. We are always looking to join hands with experienced professionals who want to add their energy to our work, and are so pleased you are considering CMMB as your potential employer.

The position of Database Manager is critical to our mission and vision. I welcome your interest in joining a diverse, talented, professional and motivated team.

Cheers,
Bruce