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 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 believe in people. We strive to live out our core values of collaboration, love, excellence, accountability and respect every day. We provide our employees with a competitive salary and benefits package, with meaningful work and opportunities to learn and grow. We especially encourage all persons of diverse backgrounds to apply.

Overview
The Database Manager is an integral member of the Development department and is responsible for managing, administering, and maintaining the primary CRM and fundraising database of record for CMMB – Raiser’s Edge NXT. She/he is also the first line of technical and functional support for the Luminate Online and ResearchPoint platforms and will also create a variety of reports and complete data requests that assist in various analyses, marketing and communications efforts, continual improvements to the donor experience, and short/long-term planning. A good candidate will enjoy working across the organization with colleagues from around the world, and naturally pays close attention to details, with a constant eye on data quality, analysis, and learning.

Keys for success in this role: data imports/exports and collaborating with multiple vendors (she/he will know how to use the Import and Queue modules, understands different ways to post to various FTPs, and will know how to carefully do global adds/changes), eagerness to learn and quickly put into practice integrations and automations for recurring tasks (we are currently using Omatic, Power Automate/BI, and RE workflows for some tasks and want to do more), perform regular checks on data entry and consistently undertake data cleanup tasks (she/he will know how to put together a good Query and has some Excel knowledge, like COUNTIFS), the ability to manage priorities and meet deadlines, back up gift processing occasionally (using ImportOmatic and batched entry), and enjoy (or “enjoy”) working with Blackbaud products.

Responsibilities
- Frequent information transfers (imports/exports) with multiple vendors to ensure regular, secure, accurate data is accessible and available for segmentation, marketing and fundraising campaigns, reporting, and strengthening the donor experience.
- Management, maintenance, and administration of Raiser’s Edge NXT, including frequent, regular data cleanup.
- Create and run complex queries, reports, mail files, and exports to support fundraising and outreach efforts on a routine and as-needed basis.
- Import information from solicitation and cultivation campaigns, and execute global changes as needed.

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• Build in data integrity, quality, and hygiene checks for various types of data entry (gift processing, donor updates, actions, proposals/opportunities, custom fields).
• Ensure and orient others to donor privacy standards and regulations, with the ability to respect confidentiality.
• Engage in frequent data analysis, cleaning, and data warehousing, using critical thinking skills to understand different scenarios, understand needs, and continually make processes more efficient.
• Develop and deliver automated and custom one-off reports, dashboards, workflows, and insights that capture key information on donors, giving, trends, to enable better decision-making.
• Quickly develop an excellent understanding of donor preferences with the ability to build out segmentation strategies through different data sources.
• Act as a subject matter and operational resource for Raiser’s Edge NXT and related systems (Luminate Online, ResearchPoint) for all types of fundraising, including tracking marketing efforts, 1:1 constituent interactions, gift information, proposal tracking, prospect research, volunteer service, event participation, and other projects.
• Capture operational, gift, biographical, relationship, and survey data about donor attitudes, needs, capacities, and behaviors, for use in shaping and improving the donor experience and marketing segmentation strategies.
• Ensure best practices for the ongoing usage and management of the CRM are documented, shared, and followed to ensure quality data and efficiency of development operations; promote good knowledge management habits.
• Be adept in using systems efficiently as well as communicating effectively internally and externally in meetings, over the phone, through email, and via other methods.
• Stay updated on trends and best practices in database management, including attending Blackbaud and other related webinars, and conducting desk research on new/improved database capabilities.
• Note: These stated responsibilities are not to be construed as a complete statement of all duties performed.

Qualifications and Requirements
• Experience commensurate with that of a bachelor’s degree and 5+ years of experience in nonprofit fundraising database operations, with direct experience using Raiser’s Edge NXT.
• Deep knowledge of Raiser’s Edge NXT, with additional exposure to Luminate Online and ResearchPoint.
• Experience with ImportOmatic is highly desired. Capacities with process/reporting automation are a big plus (Power Automate/BI, etc.)
• Familiarity with and experience working alongside direct mail, monthly and workplace giving, online donations, and other types of fundraising and donor cultivation.
• Strong communication skills that can translate technical information to non-technical audiences, with the ability to connect with system users to understand and anticipate their needs. Experienced in answering inquiries and requests in a friendly, direct manner, and can work efficiently under time crunches if necessary.
• Knack for being organized, managing your time, thinking critically, being adaptable, with a strong orientation to accuracy and the orientation to exercise judgement and maintain confidentiality.
• Passion for CMMB’s mission, vision, and core values: collaboration, love, excellence, accountability, and respect.
• Comfortable working for a faith-based organization.
• Valid work authorization to work in the United States.
• Must be vaccinated against COVID-19.

CMMB is committed to fair and equitable compensation practices.
The pay for this role starts at $87,000. Actual compensation packages are based on several factors that are unique to each
candidate, including but not limited to skill set, depth of experience, certifications, and specific work location. This may be different in other locations due to differences in the cost of labor.

**EEO Statement:** At CMMB, we embrace diversity and demonstrate compassion towards all people—it is one of our core values. We are committed to building a team that represents a variety of backgrounds, perspectives, and skills. CMMB is proud to be an equal opportunity employer and complies with all applicable federal, state, and local fair employment practices laws. CMMB strictly prohibits and does not tolerate discrimination against employees, applicants, or any other covered persons because of race, creed or religion, color, national origin, disability, predisposing genetic characteristics, marital status, sex, gender, gender identity, gender expression, pregnancy, age, sexual orientation, military or veteran status, citizenship, status as a victim of domestic violence, or any other protected classification under applicable federal, state, or local laws. This statement applies to all terms and conditions of employment. CMMB is committed to fostering an inclusive and accessible experience for all job seekers—If reasonable accommodation is needed, you may contact us at humanresources@cmmb.org.

To learn more about us, visit our website at [www.cmmb.org](http://www.cmmb.org).

**How to apply**
Visit our careers page for more information and [Click here to apply](http://cmmb.org/apply).

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