



## Development Database Manager - San Francisco

### Who We Are

Founded in 1987, the [Scleroderma Research Foundation](#) (SRF) is the United States' leading nonprofit investor in scleroderma research and is laser-focused on finding a cure for this rare and deadly disease. Led by [Scientific Advisory Board](#) composed of some of the most highly regarded scientists in the nation, the SRF's [research program](#) actively seeks out and recruits experts from the fields of immunology, genetics, and fibrosis, as well as experts in cutting-edge technologies to join the scleroderma research community.

### Job Summary

The SRF is looking for a strategic and collaborative Development Database Manager to join its small and dedicated team. With our offices located in the heart of downtown San Francisco, this position offers a unique opportunity to bring knowledge, expertise, and an entrepreneurial spirit to the SRF's growing development operation. The Development Database Manager will have the opportunity to take full ownership of the SRF's CRM database operations and processes with the goal of setting and maintaining systems, positioning the organization for future fundraising success.

Reporting to the Director of Philanthropy, the Development Database Manager's primary focus is to administer all aspects of The Raiser's Edge database in support of the SRF's communications, stewardship, and fundraising goals. This person will maintain the integrity of the database by working cross-functionally to ensure accurate data and gift entry, record nuanced relationship management details, and produce custom and standard analytic reports. They will process all gifts, conduct financial reconciliations, maintain documentation of database business rules/procedures, and trouble-shoot user questions and issues.

### Primary Responsibilities

#### Donor Database Management

- Performs and oversees all data entry using Blackbaud/The Raiser's Edge platform including processing daily gifts [cash, check, credit card, securities] and demographic data with the goal of providing current, consistent, and accurate data.
- Develops expert competency in the organization's overall use of The Raiser's Edge, serving as trainer and system administrator. Interfaces with Blackbaud on behalf of the development team when needed.

# **SCLERODERMA**



# **RESEARCH**

## **FOUNDATION**

- Maintains and updates The Raiser's Edge user manual for the SRF staff detailing business rules/procedures for data management, entry, coding.
- Produces well written, accurate acknowledgement letters/tax receipts in a timely manner, applying knowledge of tax receipt protocol to comply with federal regulations.
- Generates pledge reminders and invoices under the supervision of the Director of Philanthropy.
- Produces and sends all tribute cards/gift acknowledgement notifications.
- Provides data queries/reports for appeals, events, campaigns, mailings, newsletter, emails, and other communications.
- Reports on constituent giving trends for stewardship and recognition purposes.
- Merges duplicate records and performs other database housekeeping practices to maintain data integrity.
- Monitors trends in best use of Raiser's Edge features to better accomplish the goals of the SRF.

### Revenue Reconciliation

- Generates daily gift batch reports and processes digital bank deposits.
- Trouble shoots gift processing issues such as online credit cards or merchant account issues.
- Reconciles and closes monthly development financials with the Finance team.

### General Administration

- Assists on special projects and provides admin. support as needed.

### **Required Skills and Experience**

- Minimum 3 years of experience as an expert administrator of The Raiser's Edge (NXT and Database view) is absolutely required.
- Ability to demonstrate a commitment to maintaining high-quality CRM data integrity and to seeking ways to create continued efficiencies.
- Ability to assess multiple priorities and manage time appropriately.
- Knowledge of Classy online gift platform strongly preferred.
- Proficiency in Microsoft Office Suite, particularly Microsoft Excel, and a demonstrated ability to perform mail-merge functions.
- Comfort with learning new systems and technology.
- Excellent verbal and written communication skills.
- Ability to handle private donor information with discretion and confidentiality.
- Highly organized and self-motivated, able to work independently and collaboratively as part of a team.
- Ability to demonstrate awareness and sensitivity to the needs and concerns of health-compromised individuals.



### What You Will Enjoy as an Employee of the SRF

This is a great opportunity for an energetic, self-motivated, and experienced administrative professional to join a respected, national non-profit organization. You'll be a part of a collaborative, high-performance team while making an important difference for scleroderma patients who are counting on the SRF to fund vital research that will lead to a cure for this rare disease. Other benefits include:

- Flexible, partially remote work-from-home opportunity, working as needed week in our San Francisco, CA office (Financial District, 1 block from BART).
- Competitive annual salary (\$80K - \$85K commensurate with experience)
- Generous vacation benefits accruing 3 weeks of vacation within your first year of employment.
- Sick leave accrual of 10 days within your first year of employment.
- A minimum of eleven holidays recognized during the year and the day off on your birthday.
- Option for 100% employee sponsored comprehensive medical, dental and vision insurance. Additional options for medical insurance are available at an affordable cost.
- Life and disability insurance.
- Flexible spending account.
- Commuter benefits.
- 403B retirement plan.
- Laptop for remote and in-office work.
- Friendly, welcoming, and collaborative environment.

While this position is partially remote, please note that the selected candidate must be located in the San Francisco area and will be required to travel to the office regularly to perform certain job duties.

Please send your cover letter and resume to [careers@sclerodermaresearch.org](mailto:careers@sclerodermaresearch.org) and include "**Development Database Manager**" in the subject line. Applications will be considered as they are received, and the position will remain posted until filled. Please tailor your cover letter to highlight how your credentials meet the qualifications listed herein. No calls, please.

The SRF is an equal opportunity employer, committed to a diverse and inclusive workplace. The SRF employees are proud of their colleagues, proud of where they work, and proud of the Foundation's research-focused mission. Thank you for your interest and we look forward to meeting you!