



URBAN MINISTRIES
OF DURHAM

JOB OPPORTUNITY:

DONOR SERVICES & DATABASE SPECIALIST

- ✚ Full time with benefits. Flexible hours, but generally 8:30 am-5:00 pm Monday-Friday (less time for lunch) with occasional evening and weekend assignments.
- ✚ Reports to Director of Marketing & Development.
- ✚ Most work to be done in the Development Office of Urban Ministries of Durham (UMD), with some remote work possible. Minimal travel, including some overnight travel possible, to attend meetings, training or conferences.
- ✚ Job may also involve some light lifting from time to time.

Position Summary

The Donor Services & Database Specialist primarily supports the work of the Director of Marketing & Development and the Senior Marketing & Development Associate, who are tasked with helping UMD meet an annual budget of \$3.9 million. The Donor Services & Database Specialist is the principal staff member responsible for maintaining and maximizing UMD's constituent database/CRM (Bloomerang) and handles other important tasks, including gifts processing, donor communications, and reporting. This role is integral to the efficient operation of the Marketing & Development Department and the success of UMD, which connects with the community to end homelessness and fight poverty by offering food, shelter, and a future to neighbors in need.

Required qualifications and skills

- Bachelor's or associate's degree from a U.S.-accredited college or university.
- Strong project management aptitude and skills.
- Excellent organizational and communication skills, and attention to detail. Able to prioritize tasks and meet deadlines while producing quality work. Able to collaborate effectively with colleagues, donors, and volunteers.
- **Must be or become proficient in the use of Bloomerang** to help us maximize its capabilities and distill information capturing key fundraising and donor metrics and trends. Will also be able to import data into Bloomerang from online gifts processing platforms such as PayPal and Stripe and prepare reports, including for other departments, as needed. Familiarity with Salesforce is a plus.
- Able to quickly grasp and use new concepts and information.
- Fluent with Microsoft Office software and online tools such as Gmail, Facebook, and Instagram. Comfortable with researching information online from public and private sources. Knowledge of website platforms such as WordPress is a plus.

- Proficient at writing, including correct use of English grammar and punctuation suitable for business correspondence, proposals, and marketing materials.
- Able to work well independently and as part of a team.
- Comfortable and effective interacting with a wide variety of people internal and external to UMD.
- Committed to the highest standards of donor service and professionalism and to UMD's core values of respect, collaboration, and accountability.

Key Responsibilities (include but are not limited to):

- Continually update and optimize constituent database records, including by merging duplicate records.
- Produce recurring as well as new reports when needed.
- Help process financial donations and other revenue, prepare funds to be deposited by Finance Department, and file related paperwork.
- Assist with UMD's annual independent audit.
- Prepare and print donor acknowledgment letter merges from Bloomerang and end-of-year tax receipts to individuals who give \$250 or more.
- Lead development projects such as the Holiday Honor Card program.
- Assist with fundraising events as needed.
- Manage UMD's general email account, responding directly to routine questions and requests, and routing others to the appropriate staff member.
- Handle phone calls and other inquiries related to changes to donor credit card information, assistance with transactions, and similar matters.
- Update UMD electronic signboards to ensure content is current for shelter residents, community clients, staff, and volunteers.
- Maintain appropriate quantities of agency stationery and other printed materials by working with the Director of Marketing & Development and vendors if directed.
- Assemble information packets for donor and prospective donor meetings, and organize promotional materials for community events when needed.
- Assist with e-mail blasts and other communications as directed.
- Other duties as assigned.

To apply, please submit cover letter and resume to Director of Marketing & Development Joe Daly at jdaly@umdurham.org.