



NATIONAL CONFLICT RESOLUTION CENTER

Mission Statement: We provide the resources, training and expertise to help people, organizations and communities manage and solve conflicts, with civility.

Built on the principle that every dispute has a solution, the National Conflict Resolution Center (NCRC) serves a variety of communities in both the public and private sectors — regionally, nationally and internationally.

NCRC is recognized as an international leader in mediation, training and conflict resolution and builds restorative practices and justice across the systems that serve our community's youth.

JOB DESCRIPTION

POSITION: Database and Donor Administration Associate
DEPARTMENT: Fund Development
REPORTS TO: Director of Development
STATUS: Full-time, Non-Exempt
BENEFITS: 401K, Medical
LOCATION: Head office, Downtown San Diego, CA 92101

Job Summary

Database and Donor Administration Associate ensures the proper management and stewardship of all fund development revenue. Working closely with the Director of Development, this position manages entry of all philanthropic revenue in Raiser's Edge, executes all donor receipting and stewardship, and ensures management of all donor benefits and reporting. This individual also works with internal partners to manage execution of donor communications, registration for donor events, and as the Raiser's Edge site administrator.

PRINCIPAL DUTIES

Donor Database Management and Gift Management

- Process all philanthropic gifts received and manage all gift acknowledgement and receipting
- Maintain and update documentation of efficient systems for data entry, gift processing, prospect research, and relationship management tracking
- Coordinate with accounting department to ensure that philanthropic revenue is properly reconciled and reported
- Manage Blackbaud service contracts, service subscriptions, and renewal timelines

Donor and Event Administration Duties

- Manage event registrations for annual Peacemaker Awards and other donor-focused events
- Coordinate fulfillment of all benefits for Peacemaker Awards sponsors and donors
- Manage and prepare in-house mailings, including mail merges, accurate labeling and postage for events and donor campaigns
- Provide ongoing and day-of assistance for donor events
- Maintain RSVP lists for donor events; output lists and event reports from database as requested
- General departmental administration as requested by the Director



Donor Strategy

- Use available Blackbaud and other tools for donor capacity and relationship research
- Collaborate with department and other staff to develop and implement fundraising and donor communication strategies
- Analyze trends, including donor moves management, donor retention rates, donor growth to inform fundraising strategies

Required Experience

- BA/BS degree in related field
- 4+ years of experience in professional office setting using Microsoft Office Suite
- Advanced experience managing work in Blackbaud's Raiser's Edge and Raiser's Edge NXT including Email Automation Campaigns, Moves Management and Data Enrichment Services

Skills, and Abilities necessary to perform essential functions

- Excellent recordkeeping, communication and time management skills
- Ability to proactively organize and prioritize work, resolve problems, and manage multiple priorities to ensure individual and departmental goals are met
- Ability to work independently and collaboratively
- Strong analytical and problem-solving skills
- Ability to innovate and work with software to find solutions to improve and streamline workflow

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