**JOB ANNOUNCEMENT**

**Database Manager (Full-time, Non-exempt)**

**Organizational Overview:**

Opportunity Fund was founded on the principle that a little seed money and the right financial advice can drive permanent and lasting change in the lives of Californians. As California’s largest microfinance provider, and a national leader in the microfinance movement, Opportunity Fund has helped thousands of people make basic yet transformative changes in their economic well-being. By offering microloans to aspiring entrepreneurs, and savings incentives to families and prospective college students, we provide the essential boost to empower individuals to reimagine their futures.

Certified as a CDFI by the U.S. Treasury, Opportunity Fund has a staff of 95 and offices in San Jose, San Francisco and Los Angeles. Since 1994, our team has deployed over $370 million into low-income communities—and we are just getting started. Our vision is that all Californians have access to empowering financial products to improve their lives. To achieve this vision, Opportunity Fund seeks new members for our team who believe strongly in bringing economic opportunity within reach to everyone in our state.

**Position Summary:**

The Database Manager is responsible for managing the operation, maintenance, data input, data integrity, and accuracy of Opportunity Fund’s CRM system for development and communications goals and needs. This includes precise data input and gift processing; creation of accurate statistical and financial reports and data files (including mailing lists); development and implementation of policies and procedures to streamline data entry and management; training and implementation of database standards and procedures; and maintaining the integrity of the database through regular audits and cleaning. The DBM reports to the Chief Development Officer, and works closely with the IT Developer assigned to the Development and Communications team as well as the DevComm team members.

**Overall Responsibilities:**

* Support operations of development team, including data input, gift processing, internal reporting and analysis, financial records, mailing lists, and other data management.
* Ensure integrity of database content.
* Manage gift processing, reporting, and monthly reconciliation.
* Create mailing lists and segments based on established criteria.
* Provide regular reports and analysis of fundraising progress and communications outcomes.
* In collaboration with the IT Developer, create standard and custom reports to meet team needs.
* Lead and support CRM users to follow through on standard operating procedures and best practices in data management.
* Coordinate periodic training of development and finance staff on current and new applications of CRM.
* Understand internal customer needs and proactively propose options that will assist them in achieving goals.
* Participate as an active member of the MarComm team by providing excellent customer service and support both internally to the development staff and externally to our donors.
1. **Data Entry and Integrity**
* Ensure that all data is entered in a timely, accurate manner, including new gifts, in order to facilitate quick follow-up and acknowledgment.
* Conduct data entry/processing for new accounts/contacts, prospect opportunities, gifts/grants, events, research, etc.
* Bulk upload event and other activity data
* Recommend, design, and implement data entry operational improvements as needed
* Conduct weekly/monthly audits of data entry to ensure accuracy; making recommendations for changes in functionality/security to ensure clean data entry
1. **Data Access and Reporting**
* In collaboration with DevComm team and IT Developer, support production of regular (weekly/monthly) standard reports to track key metrics for marketing and fundraising activities, including statistics for every email communication and overall campaign progress
* Work with Development Associate and Grants Officer to create donors lists for acknowledgments
* Build queries for mailing lists such as newsletters, direct mail appeals, and event invitations
* Build queries for data analysis and program evaluation, including giving history and event participation
* Produce monthly and year-end fundraising reports to track progress and reconcile with Finance
1. **Efficient Database and Operations**
* Ensure the database and operations support team strategies — “translating” fundraising goals and strategies into operations
* Support fundraising team in optimizing the use of CRM to for prospect moves management
* Provide ongoing assistance to users, including tips and FAQs
* Ensure that policies and procedures documentation is current and accessible
* Develop and deliver targeted training to current and new users

**Required Qualifications:**

* BA degree preferred.
* Minimum of three years of related professional experience required, preferably in a not-for-profit and/or development office.
* Experience and proficiency with data management systems (preferably Microsoft Dynamics and/or Salesforce), Microsoft Windows, MS Office (Word and Excel), and MS Outlook.
* Familiarity with SQL Server stored procedures preferred.
* Demonstrated ability to organize, plan, and carry out activities independently to meet specific, competing timelines and goals under pressure.
* Ability to multi-task and set work assignment priorities.
* A high attention to detail and strong organizational and project management skills.
* Ability to provide timely response to requests for information, service, and assistance.
* Strong contributor within a team environment with a positive and productive attitude.
* A passion for Opportunity Fund’s mission of advancing the economic well-being of working people.

**Compensation and Office Location:**

* Base salary, dependent on experience
* Medical, Dental, Vision, Life & Disability coverage 100% company funded for employees. Family coverage also available
* Tax deferred 403(B) retirement plan (some employer contribution)
* Paid vacation (increased with tenure), holiday and sick leave days
* Position located at Opportunity Fund’s San Jose office

**To Apply:**

Interested candidates should email a resume and thoughtful cover letter to jobs@opportunityfund.org that includes how you heard about the position and “Database Manager” in the subject line.

Diverse candidates are encouraged to apply. Opportunity Fund is an Equal Opportunity Employer. www.opportunityfund.org