



Database Coordinator

\$23.00-\$26.00 per hour

Status: Full-Time/Non-Exempt

OUR MISSION:

The Chester County Food Bank seeks to create a food secure Chester County. We mobilize our community to ensure access to real, healthy food. Chester County Food Bank (CCFB) is a county wide, non-profit organization located in Exton, PA and has been in existence since 2009. CCFB works with 160 agency partners to distribute over 3.5 million pounds of food annually to 10% of Chester County residents. We provide healthy food access and educational opportunities through programs like Eat Fresh Cooking Classes, Fresh2You Mobile Market, Fruit and Vegetable Prescription Program, Workforce Development Culinary Training, and Seed to Supper classes.

POSITION SUMMARY:

The Database Coordinator has a critical role as part of the Development team by directly supporting the fundraising efforts of the Chester County Food Bank. The primary contribution of the Database Coordinator will be to ensure a high-quality database while serving as the subject expert of CCFB's constituent relationship management (CRM) system. The Database Coordinator will be responsible for gift entry, generation of reports to finance and development officers, database administration, maintenance, management, staff and volunteer training, and optimization of the database.

ESSENTIAL FUNCTIONS:

The essential functions include, but are not limited to the following:

- Ensure database integrity and management for accuracy and efficiency: table management, data entry, tracking and reporting, gift processing and acknowledgements, donor research and records. Develop process guides and conduct staff training as needed on database usage.
- Produce constituent communication within 48 hours of gift receipt, including but not limited to gift acknowledgements and gift statements.
- Work as part of the Development team to create and implement a donor retention and cultivation plan for all donor segments through report generation and trend analysis.
- Maintain CCFB's donor automation through its CRM and continue to enhance automation opportunities to steward and grow the current donor base.
- Plan and execute ongoing data maintenance tasks including deceased finders, address scrub, wealth screen, etc.
- Produce reports and dashboards to track appeals, development goals and return on investment by category and as needed by CEO, Director of Development, or the Board.
- Work collaboratively across departments to create strong working relationships.
- Assist in prospect research and ensure information is added to constituent file(s) for existing and prospective donors.
- Assist in the monthly reconciling of donor database and financial system. Assist in preparing audit materials.
- Directly aid in the growth of CCFB's recurring sustaining donors.
- Perform other duties as assigned.



MINIMUM QUALIFICATIONS (Knowledge, Skills, and Abilities):

- 3+ years with advanced skills in Microsoft Excel and 1+ year(s) of experience with Microsoft Word.
- 1+ year(s) of experience with a CRM.
- Success in a fast-paced work environment.
- Strong written, technical, and analytical skills.
- Demonstrated ability to work with a high level of thoroughness, accuracy, and detail in routine work.
- Self-motivated with creative and efficient use of time and resources in planning and managing various responsibilities to meet tight deadlines.
- Extremely organized, detail oriented and able to manage multiple tasks.
- Comfort in working with individuals and groups from diverse backgrounds.

WORK SCHEDULE: This is an on-site, full-time non-exempt, hourly position. The position is primarily Monday - Friday, but flexibility to attend evening and/or weekend meetings and/or events is required.

Due to the nature of the CCFB programs and services, it is essential that staff be able to perform their essential job functions and consistently meet the qualifications and physical requirements.

WORK ENVIRONMENT & PHYSICAL DEMANDS: Most of the year, the work is in an indoor environment, protected from weather conditions but subject to some temperature fluctuations. Periodically during the year, the worker is involved in outdoor activities and subject to temperatures below 60 degrees F and above 80 degrees F. Outdoor elements such as precipitation and wind possible. On occasion, the environment may be noisy and distracting.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodation may be made to enable individuals with disabilities to perform the functions.

- Communicating with others to exchange information, instructions, and ideas by means of spoken words, typed or handwritten notes, forms and other work materials, use of a computer, laptop, or other electronic device.
- Lifting: Ability to lift objects that includes moving up to 30 pounds.
- Sedentary work that primarily involves sitting/standing. Particularly for sustained periods of time.
- Moving self in different positions to accomplish tasks in various environments including tight and confined spaces. Moving about to accomplish tasks or moving from one worksite to another.
- Other movements required from time to time may include, but are limited to: Stopping, kneeling, stepping, crouching, crawling, reaching, pushing, pulling, grasping, and repetitive motion of hand, fingers, and wrists.

EQUAL OPPORTUNITY: The Chester County Food Bank considers candidates for all positions based on qualifications and without regard to race, color, religion, gender, national origin, genetic information, age, physical or mental disability, sexual orientation, marital status, or status as a Vietnam-era or special disabled veteran or other protected classification and in accordance with applicable federal, state, and local laws.

Chester County Food Bank reserves the right to change this job description as conditions change.

TO APPLY: Email your resume to jobs@chestercountyfoodbank.org. No phone calls, please.

