Position Description

Title: Database Manager
Department: Advancement
Reports To: Director of Annual Giving
Internal Contacts: Finance Office, President’s Office, and Other Administrative Offices
External Contacts: Database and Software Vendors (Blackbaud, CyberSource, DonorSearch, Gravyty, iWave, Matching Gift Portals), Donors, and Alumni
Employment Status: Full-time, Non-exempt
Salary Range: $48,000 – $52,000

The Database Manager processes all charitable contributions to Manhattan School of Music (MSM) and has responsibility for oversight of the Raiser’s Edge NXT (RE) database, including batching and processing all gifts; producing daily, weekly, and monthly reports for senior staff review; and generating mailing lists and donor listings. As a key member of the Advancement staff, the Database Manager is a liaison with the Finance Office and ensures all gift accounting between the Advancement and Finance departments is reconciled on a monthly basis.

The Database Manager revises, updates, and maintains the Raiser’s Edge Policies and Procedures manual and ensures that data standards are maintained by all Raiser’s Edge users. The Database Manager provides Raiser’s Edge training to other Advancement staff, student workers, and users from other departments. As needed, the Database Manager attends and helps staff the alumni and donor receptions and assists at cultivation and stewardship events organized by the Advancement Office.

Domains:

Raiser’s Edge Management

- Serve as the Advancement Department’s resident expert on RE NXT, ensuring the database is used by the department to its fullest capacity and according to best practices in database management. Oversee all aspects of the database, including the below functions.
- Utilize the Query and Export features of RE NXT to produce accurate reports, donor lists, and mailing lists for fundraising appeals and other Advancement initiatives on a consistent and timely basis.
- Import new records into the database, such as records of recent graduates, college parents, and new prospects.
- Update and edit constituent records, both globally and on a case-by-case basis, to ensure information is accurate and up to date. This includes merging duplicate records and utilizing Gravyty, an alumni engagement tool and online giving portal.
• Create major donor listings twice annually. Frequently prepare mailing lists for invitations and fundraising campaigns, including a large year-end-appeal mailing.
• Train Advancement staff as needed in RE, and provide assistance to team members on database navigation as needed. Advise colleagues on best practices relating to data integrity.
• Manage the security of the database by setting up new users and deactivating old accounts.
• Keep RE up-to-date with the latest patches in sync with the IT Department, such as an annual DeceasedRecordFinder and SOAP Toolkit updates.
• Revise, update, and maintain an RE Policies and Procedures manual.
• Other departmental responsibilities include assisting the Advancement Office at donor and alumni events, such as post-performance receptions, and at other events outside of regular office hours.

**Gift Processing**
• Process all gifts and pledges to the School in RE, including gifts from individuals, corporations, foundations, and government agencies, in the form of credit cards, checks, wires, stock transfers, recurring gifts, gifts in-kind, and pledges.
• Create, review, and commit gift batches daily.
• Ensure the absolute accuracy of gift amounts, fund allocations, and totals.
• Verify the Advancement team follows best practices for gift acceptance according to written policy and PCI compliance.
• Manage the Advancement team’s CyberSource merchant account used for processing credit card payments and maintaining subscriptions for monthly automatic charges.
• Serve as a liaison between the Advancement Office and the Finance Office to ensure all contributions are reconciled on a monthly basis. Create reports as required.
• Maintain contribution backups for the Advancement Office for reference and for annual audit visits.
• Generate and maintain records of gift acknowledgement letters, tax receipts, pledge reminders, invoices, gift agreements, and other donor correspondence. Upload these documents to donor records in RE.
• Effectively manage the acknowledgement letter process in coordination with Advancement staff.
• Produce a monthly contributed income report for review by the Vice President for Advancement and senior school leaders, including the Development Committee of the Board of Trustees.
• Contact donors to provide clarification on gifts and to acknowledge their support, when necessary.

**Job Requirements:**
• Extensive knowledge of and experience with gift processing and management of a Raiser’s Edge database or other fundraising software (Raiser’s Edge NXT preferred).
• Strong knowledge of Microsoft Office suite.
• Minimum of two to three years working in database management in the advancement/development office of a non-profit cultural or academic institution.
• Bachelor’s degree.
• Familiarity with IRS fundraising regulations; the ability to ensure compliance with them.
• Excellent attention to detail, superior organizational skills, and strong analytical and problem solving abilities.
• Self-starter with the ability to complete assignments thoroughly, accurately, and sometimes on short notice.
• Cordial and pleasant demeanor. An ability to interact courteously and respectfully with donors, colleagues, and all members of the MSM Community.
• Demonstrated ability to maintain a high level of discretion and confidentiality.

Contact Information:
Send cover letter and résumé to:
Julie Wallin, Director of Annual Giving, at jwallin@msmnyec.edu

No phone calls please.

Equal employment and equal educational opportunity have been and will continue to be fundamental principles at Manhattan School of Music, where employment and enrollment are based upon personal capabilities and qualifications without discrimination or harassment because of race, color, religion, sex, sexual orientation, gender identity or expression, the status of being transgender, age, national origin, marital status, citizenship or veteran status, disability, or any other characteristic protected by law. Manhattan School of Music does not permit retaliation against individuals who oppose a discriminatory practice or participate in an investigation.