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Position	Donor Information and Gift Processing Manager
Level	Professional
Status	Full Time
Department	Development
Location	Norwalk, CT

SeriousFun Children's Network, founded by Paul Newman, is a growing global community of independently managed and financed camps and programs, which have come together with a common purpose – to provide transformative experiences to children with serious illnesses and their families, free of charge. Through our 30 camps and programs around the world, SeriousFun reaches more than 150,000 children and families annually. Learn more at www.seriousfun.org

About us: The SeriousFun Support Center is located in East Norwalk CT. Our team of 30 staff members provides support services to SeriousFun camps and partner programs around the world in order to ensure program and operational excellence, create awareness for the camps worldwide, and foster the continued growth of the Network as a whole.

SeriousFun is committed to fostering and ensuring a culture and environment that values the experiences, knowledge, and voices of all those who work to carry out our mission. We are continually focused on bringing our core principles of diversity, equity, and inclusion to life by embracing individual talents and experiences and encouraging ongoing learning and understanding.

The purpose of our job posting is to provide an overview of the responsibilities and qualifications needed for this role and what it's like to work with us. If this sounds like the work you would like to do - and if we sound like a non-profit that you would like to work for - **then please apply even if you don't match 100% of the job description.**

This position may be perfect for you if:

You have and are able to demonstrate strong accounting and analytical skills, logical approaches to problem-solving, the ability to multi-task and manage time efficiently and effectively, professional communication skills and good judgement, and a desire and ability to take initiative, while successfully contributing to a collegial group environment. You are a critical thinker who regularly identifies finance-related issues, and then guides and oversees the implementation of business process improvements to address those issues.

Department and Position Overview

Donor Information and Gift Processing Manager: This position manages all gift processing functions, acknowledgement letters and performs data maintenance functions utilizing established procedures and business rules to ensure accuracy and standardization within the Raisers Edge and eTapestry database systems. This position ensures integrity of all constituent data entered into donor database and serves as liaison for all database and donor services questions. This position may supervise the Office Assistant and is responsible for various Development office administrative tasks.

Essential Responsibilities

Technology focused:

- Manage security access and be the point of contact for all databases, including Blackbaud products; Raisers Edge (RE), Raisers Edge NXT (RENXT), Import-O-Matic, NetCommunity, Classy, etc.
- Ensure that all database users are trained at appropriate levels for their position requirements.

- Oversee the creation of all policies, practices and procedures for the databases.
- Create the model for data integration ensuring that the model meets organizational growth needs.
- Troubleshoot CRM issues in conjunction with Janus Systems.
- Research future technology options to meet the ever-expanding needs of the SeriousFun.
- Facilitate regularly scheduled RE User Support Center or Camp Group meetings, as necessary.
- Support the creation and maintenance of accurate data integration and mapping between Development and Finance.

Development focused:

- Ensure the integrity of the RE/RE NXT database by running de-dupe processes, global changes to ensure information is accurately input.
- Data entry into RE/eTapestry and other CRM databases.
- Generate recurring reports to ensure Development team has the information needed to support their efforts.
- Ensure Development Function can utilize all function of RE/RE NXT including prospecting and opportunities model.
- Create custom reports, queries, and or dashboards to ensure critical information is available.
- Ensure acknowledgement templates are update to date and specialized to meet the highest possible level of stewardship.
- Ensure that acknowledgement letters are being sent in a timely manner to support stewardship efforts.
- Identify and implement system and interface improvements.
- Other duties as assigned.

Key Competencies

- Job-Specific Skills, Knowledge and Ability
- Critical Thinking and Decision Making
- Planning and Organizing
- Interpersonal Skills
- Adaptability
- Prudence and Discretion

Minimum Qualifications

- Education: Bachelor's Degree (e.g. BA, BS) or equivalent
- Years of Relevant Work Experience: 3-5 years
- Experience managing Blackbaud's fundraising and/or other relational databases or equivalent systems
- Experience in gift processing and fundraising revenue reporting techniques
- Proven history of translating donor and gift information requests into reports useful to fundraisers

Preferred Experience and Skills

- Experience in working in NGO's or other non-profit organizations, particularly those with federated/networked structures.

Company Culture, Perks and Benefits – please read about **Our Focus** [here](#) to get a sense of what's important to us.

- Fun, respectful, and collaborative environment
- Professional Development opportunities (online and company facilitated offerings)
- Respect for your non-working time - unless under special circumstances, we limit contacting staff on evenings and weekends.
- 30+ paid days off for you to enjoy as you see fit, including vacation days, holidays, and opportunities to volunteer at a SeriousFun camp.

- Paid time off for family, medical, and civic service needs.
- Company sponsored 403b retirement plan with employer contributions after one year of continued service.
- New office located in a fully renovated mixed-used building with great onsite (free) amenities.
- Steps away from the East Norwalk train station

Benefits are subject to change. Compensation is commensurate with experience and relevant labor market comparisons.

To apply for this position, please submit your resume, cover letter and complete an application here:

<https://form.jotform.com/humanresources620/DonorMgr>