



Women's Business Development Council

Development Database Administrator

Overview

The Women's Business Development Council (WBDC) is seeking a driven and passionate Development Database Administrator to maintain accurate gift and donor information in the database and support the WBDC team to use donor data effectively.

This position reports to the Director of Development, who reports to the COO. The Development Database Administrator will own and run the Raiser's Edge NXT platform, supporting our transition from eTapestry to the new system. The position requires a highly detailed individual who is passionate and experienced in database management, data analysis, and fundraising.

WBDC is currently operating in a hybrid model, with staff expected to be in the office 3 days/week. This position will be based in WBDC's Stamford office and will support our work across the state. Travel to our offices in New Haven, Waterbury and New London, as well as other locations across Connecticut will be required. The salary range for the role is \$50,000 to \$60,000 plus benefits.

Duties and Responsibilities

- Maintains and administers the Raiser's Edge NXT donor database that serves as the foundation for all donor outreach and analysis, and in the short term support our transition from eTapestry
- Ensure donor monetary and in-kind gift entries are accurately and timely entered into the Raiser's Edge NXT database and immediately report any reconciliation discrepancies with bank deposits and Financial Edge NXT
- Sets up user accounts and user permissions, trains users in basic protocols, sets up exports and reports, imports data from external sources (i.e. spreadsheets, event attendee data, etc). Supports users with database troubleshooting and data extraction
- Enters data to the donor database including gifts, pledges, biographical information, event registrations, contact reports, and any other data required for development purposes
- Enters and processes donations, gift acknowledgments – analyzing and maintaining mail merges, acknowledgments, pledge reminders and invoices within a specified timeframe
- Responsible for the data integrity of the Raiser's Edge database. Conduct regular audits to ensure data accuracy, which involves: merging duplicate records, performing global changes, running audit queries, auditing and committing gift batches, and performing data cleanup
- Creates data structures to support the organization's evolving needs
- Produces and explains new reports and exports, providing training to staff members who access these reports/exports. Analyze data for trends and ensuring database entry and reporting supports fundraising strategies and goals
- Generates mailing and target lists for Development and Marketing teams
- Runs weekly and monthly database queries to confirm accuracy of gifts entered prior to posting. Partners with Finance team, acting as the primary liaison, to ensure accuracy of gifts, performing monthly reconciliations between Raiser's Edge NXT and Financial Edge NXT
- Prioritizes donor stewardship practices
- Develops and maintains data entry procedure guide

- Demonstrates strong customer service orientation with the ability to develop and maintain effective relationships with all parts of the organization, including program staff, finance, marketing and senior management
- Stay abreast of software/industry trends and best practices
- Attends Development and Staff meetings as the development database expert
- Generate associated reports and retrieve information from Raiser's Edge NXT as requested
- Special projects as needed
- Perform other duties as required

Qualifications

- Minimum of 5 years' experience with Raiser's Edge
- Undergraduate degree in related field, or an equivalent combination of education and experience in lieu of a degree
- Knowledge of best practices in development data entry and financial development
- Fast and accurate data entry skills
- Proven record of experience utilizing analytical and problem-solving skills. The ability to take data, transform it into useful reports, and disseminate it to the right staff is critical
- Ability to manage confidential information, multiple priorities and competing deadlines while maintaining attention to detail
- Demonstrated time management, triage, and customer service skills
- Experience training users of databases
- Ability to work with minimal supervision using independent discretion and judgement
- Customer service orientation with the ability to develop and maintain effective relationships with staff, donors, and volunteers
- Flexibility to support time-sensitive functions of financial development activities (such as special events)
- Excellent organizational, problem-solving, and decision-making skills
- Excellent oral and written communication skills
- Strong interpersonal skills
- Commitment to results; "can-do" mindset; outstanding problem-solving ability
- Passion for supporting women entrepreneurs and small business owners
- Proficiency with Microsoft Outlook, Word, Excel, and PowerPoint
- Must have own transportation as this position requires travel between locations

About Us

Headquartered in Stamford with regional offices in New Haven, New London, and Waterbury, the Women's Business Development Council (WBDC) is the statewide leader of entrepreneurial education for women. The Women's Business Development Council's (WBDC) mission is to support economic prosperity for women and strengthen communities through entrepreneurial and financial education services that create and grow sustainable jobs and businesses across Connecticut. WBDC educates, motivates and empowers women to achieve economic independence and self-sufficiency. Since 1997, WBDC has educated and trained nearly 18,000 clients in all of Connecticut's 169 towns—helping women to launch, sustain and scale over 13,300 businesses, create and maintain 29,000 jobs in Connecticut, and access more than \$66 million in capital. Visit ctwbdc.org for more information.

WBDC offers a competitive benefit package including health, dental, vision, and life insurance, a retirement plan, paid time off, and holidays, in a supportive working environment.

How We Operate

We are a team of 30+ talented individuals who collectively deliver outstanding results through a high level of passion and commitment.

Please apply if you:

- Possess an *Entrepreneurial Mindset* – creative, motivated, enthusiastic, and energetic
- Seek to inspire and empower those around you, whether they are clients or colleagues
- Thrive in a fast-paced environment, and are comfortable with change
- Take initiative, and are willing to go above and beyond to achieve results
- Are highly detailed, and demonstrate a sense of urgency in setting and meeting deadlines
- Can work independently, and see the big picture while working in the day-to-day
- Prosper in a culture of teamwork and growth, and value collaboration
- Are passionate about supporting women entrepreneurs and small business owners

How to Apply

Interested candidates should email their cover letter, and resume to resumes@ctwbdc.org. Please list WBDC DEVELOPMENT DATABASE ADMINISTRATOR in the e-mail subject line. No phone inquiries.

Disclaimer

The statements herein are intended to describe the general nature and level of work being performed by the employee in this position. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of a person in this position.

WBDC, Inc. Equal Employment Opportunity Statement

WBDC is committed to creating a diverse environment and is proud to be an equal opportunity employer. We welcome qualified applicants to receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.