

Data Management and Analytics Manager

POSITION SUMMARY:

The Data Management and Analytics Manager serves as the Subject Matter Expert for OLV Charities Standard Donor Data Management application (Blackbaud NXT) and associated business processes and business intelligence report writing functions. They will ensure the successful conversion of our database from our existing management system to NXT, with a January 2021 completion date. He/She is responsible for ensuring the integrity and security of the database, maintaining donor files/records, updating system operating policies and procedures, and regularly auditing its financial integrity. Additionally, the donor intelligence which is garnered from day to day interactions is shared for further engagement by Annual Giving and our Gift Officers for moves management.

As a member of OLVC's fundraising team, they will proactively assess colleagues' expertise with Blackbaud NXT and provide regular training and support for Annual Giving, Donor Services and Mission Advancement staff. They will provide accurate, timely business intelligence reports on donor trends and activity to the members of OLVC's fundraising team as they pursue and secure gifts to advance the organization's mission. In addition, they will conduct in-depth donor and organization prospect research and wealth screening on current and potential donors.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Lead the successful conversion of our database to Blackbaud's NXT
 - a. Work with key internal stakeholders, consultants and vendors on the successful conversion of the database from Aegis to NXT in a timely manner
 - b. Complete the transfer of donor database, with a launch of NXT in January 2021
2. Ensure the integrity and security of OLVC's donor database within the NXT and Omatic List Management applications
 - a. Define and manage operational procedures and policies related to OLVC's use of Raisers' Edge NXT and Omatic
 - b. Regularly audit donor data
 - c. Proactively address any issues with colleagues and vendors
 - d. Create and implement policies addressing record retention and archival
 - e. Develop and manage security protocols that align with best practices
 - f. Continually update knowledge of the NXT and Omatic applications and communicate and train OLVC team members
3. Provide timely and accurate information regarding donor trends and activity to inform OLVC's philanthropic activities
 - a. Design and generate reports/queries to track key data points (ex. dollars raised, average gift, ROI, renewal rate, etc.)

- b. Make recommendations based on data trends
 - c. Coordinate the time-sensitive flow of moves-management data
 - d. Prepare data pulls (focused on appropriate segments and target audiences) and suppression files for mailings as needed
 - e. Reconcile fundraising reports with members of the Finance team
4. Proactively assess colleagues' ability to use NXT, providing training and support as needed
 - a. Assess and identify knowledge gaps related to the NXT platform, schedule and conduct individual or group trainings as needed
 - b. Proactively train new users in the operation of NXT
 - c. Ensure team members are utilizing "Blackbaud University" to maximize their use of the system
 - d. Stay updated on the newest product features/releases and communicate those to OLVC team members
 - e. Respond consistently, considerately and efficiently to the needs of users when issues or questions arise
 5. Prospect research. Utilizing donor trends, identify and conduct prospect research and wealth screening to assist with major, planned and corp. and foundation giving
Leverage data to identify donors who may be candidates for major or planned giving; conduct research and wealth screening on identified prospects and organizations including requests form key stakeholders. Communicate results to support major, planned and corporate and foundation giving
 6. Ensure compliance with international, federal, state and organizational regulations and policies
 - a. Work with members of the Finance team to craft a policy regarding compliance and ensure OLVC's database and related procedures are aligned to it
 - b. Identify and report on areas at risk of non-compliance
 7. Perform other duties as assigned

SKILLS

1. Demonstrated database management skills including: record coding, data-entry management, generating reports and data security and integrity within the Raiser's Edge NXT platform.
2. Demonstrated understanding of multi-channel fundraising best practices and implementing them to achieve results
3. Demonstrated project management skills, with a focus on: the ability to manage priorities, meet deadlines, work collaboratively, and utilize time-management skills in a fast-paced environment
4. Ability to interpret data, identify trends and make recommendations that translate into results.
5. Demonstrated prospect research skills
6. Demonstrated written, oral and electronic communication skills, including the ability to clearly convey complex ideas to diverse audiences
7. Strong interpersonal skills with ability to build positive relationships with others and work effectively in a team environment
8. Proven success in assessing others' technical ability and providing technology training to others
9. Ability to respond to requests in a timely and professional manner

10. Ability to take initiative and problem solve issues creatively and independently.
11. Possesses strong attention to detail
12. Strong proficiency with Microsoft Office Suite (Word, PowerPoint, Excel, Outlook)
13. Ability to demonstrate OLV Charities' values and mission
14. Knowledge of OLVHS's programs and services along with knowledge of OLV Shrine
15. Ability to remain current on programs and services offered by OLVHS.
16. Understanding of reporting structure within a nonprofit agency

EDUCATION AND EXPERIENCE

1. Minimum of 3-5 years of experience working with Blackbaud's Raisers Edge, data analytics and prospect research required.
2. B.A. or B.S. degree in a related field preferred
3. Experience in generating and analyzing database reports on fundraising trends
4. Experience with prospect research tools, reporting, and data security
5. Experience working in a not for profit setting preferably with fundraising staff

WORK SCHEDULE:

Basic full time work schedule is 8:30am – 4:30pm; 35 hours per week; Monday through Friday

Email resume and cover letter to: ResumeHRGeneralist@gmail.com

Or send cover letter along with resume to:

OLV Charities
Human Resources Department
780 Ridge Road
Lackawanna, NY 14218

Fostering Miracles

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