



<b>Job Title</b>	Donor Database & Event Operations Specialist	<b>Department</b>	Development and Communications
<b>FLSA Status</b>	Hourly	<b>Reports to</b>	Chief Executive Officer
<b>Classification</b>	Full Time (TEMP TO PERMANENT)	<b>Revision date</b>	06/2022
<b>Schedule</b>	Monday – Friday	<b>Hours</b>	9AM – 6PM
<b>Pay</b>	\$22.12 - \$24.38	<b>Benefits Eligibility</b>	No

*\*YWCA Glendale and Pasadena is an essential services provider and is temporarily providing services remotely with partial days in office as assigned by the supervisor.*

### About Us

**YWCA Glendale and Pasadena is dedicated to eliminating racism, empowering women and promoting peace, justice, freedom, and dignity for all.** YWCA Glendale and Pasadena’s purpose is to ensure the health, safety and economic empowerment of women, children, and families and to strengthen communities to prevent and break the cycle of domestic violence. We provide resources and support to survivors of domestic violence and their children and through our education and prevention efforts we empower women, girls and families to build healthy relationships, achieve self-sufficiency, and live free from all forms of oppression. Our programs include a 24/7 Crisis Hotline, a 16-bed Domestic Violence Emergency Shelter, a Domestic Violence Community Services Center that provides case management, legal services, adult and child counseling, trauma informed childcare, and housing navigation support, a Violence Prevention Education and Outreach Program, a Girls Empowerment Program that offers after school programming, summer camp and STEAM education workshops and mentorship, and racial justice training and advocacy in collaboration with the Coalition for an Anti-Racist Glendale and other social justice organizations.

### Position Summary

Under the supervision of the Chief Executive Officer (CEO), the **(temp-to-permanent)** Donor Database & Event Operations Specialist plays a key role in supporting Executive and Development Staff, and Consultants responsible for the annual fund development plan, annual fundraising events, major gifts, special events, institutional giving and publications and stewardship. In addition, the Donor Database & Event Operations Specialist is responsible for administering the eTapestry and Luminate Online data base (including managing data base growth and functions) and troubleshooting on behalf of others, attending to all donor and constituent data entry, producing routine reports (including YWCA’s annual donor listing), supporting production of all gift solicitations and acknowledgements, maintaining donor records and overseeing mailings directed by the Development Consultants and Staff.



The position includes access to information of a confidential nature. Strict adherence to agency procedures and protocols is required.

### **Essential Tasks**

These are core functions of the job. **Additional duties may be assigned as needed.**

#### **Database Management**

- Manage the eTapestry and Luminate Online databases which houses all donor, event registration, volunteer, and other constituent and prospect records for YWCA.
- Maintain user accounts, global changes, gift entry, reporting, queries, and data clean-up projects with the goal of providing current, consistent, and accurate data.
- Develop and deliver clear and accurate reporting and tracking vehicles and instructions for reports, dashboards, data extracts, and accurate lists.
- Create and implement up-to-date Standard Operating Procedures for entry and reporting and ensure all entries conform to procedures.

#### **Gift Solicitation and Acknowledgement Support**

- Manage daily gift entry to include credit card gift processing.
- Process all gifts and oversee reconciliation with the Accounting/Finance team.
- Establish procedures and reports that enable CEO to acknowledge donor gifts expeditiously.
- Manage and merge all acknowledgement letters as well as tax documentation for donors and other event participants in a timely manner.

#### **Report and Records Management**

- Assure accuracy of all data within the database to enhance productivity.
- Reconcile and close monthly Development Department financial reports.
- Manage and reconcile the quarterly fundraising report to the CEO and Board of Directors.
- Develop, run, and review donor reporting audits to ensure accurate gift entry and acknowledgements.
- Provide dashboard, reports, and data analysis as requested by Senior Leaders, Consultants, and Committee Members.
- Produce mailing lists and queries for donor and constituent communications to support all Development Department and Communications and Engagement outreach.
- Process and track donor and sponsor pledges, invoices, and reminders.
- Collaborate with the Communications and Program Teams to import and export information from events, volunteer projects, and other functions. (i.e., 40-hour training participants, 21-day racial justice challenge participants and etc.)

- Prepare the YWCA annual fiscal year donor listing, published each November; maintain additional on-line donor listings as campaigns and other fundraising necessitates.

### **Event Production Support**

- Help generate event revenue including, but not limited to sponsorships, host committees, matching donations, and in-kind contributions.
- Support Key Staff, Committee Members, and Consultants in ensuring successful planning and execution of YWCA annual signature event, as well as other fundraisers and house parties.
- Support Staff in the development and production of on-line events through Swell, Zoom, or other online platforms.
- Work with the Fundraising and Development Consultants, Event Planning Committee, and Key Staff on event sponsorship outreach, in-kind donations, invitation lists, and guest attendance.
- Set-up new events in eTapestry.
- Process all event registrations and event revenue.
- Enter new constituent data and manage all post-event processing.
- Provide ongoing and day-of assistance for events when ticketing and guest registration necessitate.
- Create Standard Operating Procedures for others to manage ticketing and guest registration as appropriate.

### **General Data and Department Responsibilities**

- Serve as the subject matter expert (SME) for eTapestry and Luminare Online, as well as the primary contact with Blackbaud.
- Control access to the YWCA's database.
- Implement procedures for protecting data integrity.
- Implement all upgrades to the donor database and integrate with tracking systems.
- Keep current on all software and system improvements.
- Participate in local and webinar trainings related to donor data management and event production best practices.
- Assist with other fundraising projects as requested, including development-related events, major donor initiatives, and prospect research.
- Draft minutes for Development meetings, including the External Affairs Committee of the Board and Pasadena Fundraising Advisory Committee.
- Provides support, as needed, with Apricot database data entry to track community engagement data.
- Provides excellent customer service, anticipating, and exceeding the needs of our supporters.

### **Marketing and Communications Support**

- Support Communications and Program Teams with the design and creation of event posters, invitation cards, and other graphic collateral items in support of campaigns and events.
- Work with Communications Manager in the creation and updating of collateral materials to support gift cultivation, including both print and electronic media.
- Support in creating and implementing a formal system to provide various constituencies of the donor base with timely and interesting communications that convey donors' impact in the community and state, including the production of high-quality videos, photos, and infographics.
- Complete other tasks as requested by the CEO and Development Consultants or Staff.

### **Desired Knowledge**

- Basic knowledge of fundraising principles and practices.
- Ability to work independently and as a team member.
- Ability to maintain confidentiality and demonstrate professionalism.
- Excellent computer skills including internet research, CMS, CRM, Adobe Illustrator, Microsoft Word, Excel, Publisher, and Power Point.
- Exceptional written and verbal communication skills, superior presentation skills, and sound judgment; ability to tailor style to multiple audiences.
- Must be available to work a varied schedule as business functions demand.
- Proven ability to maintain strict deadlines and significant attention to detail.
- Ability to think strategically and take initiative when appropriate.
- Excellent time management and organization skills.
- Excellent written and verbal communication skills.
- Self-motivated, dependable, proactive approach, and works well under pressure.
- Knowledge and respect of related confidentiality issues.
- Willingness to work evenings and weekends as needed.
- Possesses good judgement.
- Skilled in effective conflict resolution.
- Strong analytical skills with demonstrated ability to apply process improvement approach to problem solving.
- Core competencies expected: initiative, collaboration, orientation to service, self-management and capacity for self-evaluation, fostering diversity, equity and inclusion, problem solving and conflict resolution.

### **Minimum Qualifications**

- Bachelor's degree from a four-year college or university; or four years related experience and/or equivalent combination of education and experience.
- Communicate effectively and tactfully in both oral and written forms.
- Any combination of skills and experience that demonstrates the ability to perform this job effectively.
- Experience working in a non-profit work environment is preferred.

### **Job Requirements**

- Maintain orderly work environment and perform tasks in a prescribed and safe manner.
- Complete a LiveScan background check.
- Adapt to a fast-paced working environment with multiple deadlines.
- Maintain and improve professional skills and knowledge.
- Establish and maintain cooperative working relationships with agencies and individuals contacted during performance of job duties.
- Be flexible and receptive to suggestions, input, and change.
- Operate modern office equipment, including computer, phone, fax, copier, etc.
- Any combination of skills and experience that demonstrates the ability to perform this job effectively.
- Full Covid-19 vaccination required.
- Reminder, this is a temp-to-permanent position.

### **Physical Requirements**

- Candidate must be able to lift up to 30 pounds.
- Ability to move within the office environment and ability to climb stairs.
- Ability to write by hand and use a keyboard to perform general office functions.
- Ability to communicate continuously by speech and hearing.
- Visual acuity (close, distant, peripheral vision, and the ability to adjust focus and view accurate color perception and objects at near distances) needed for detail work and computer use.
- Ability to sit for extended periods of time.

**Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.**

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Glendale & Pasadena

**YWCA Glendale and Pasadena is an Equal Opportunity Employer and is committed to diversity, equity, and inclusion.** *We are committed to attracting and retaining a diverse staff.*

*YWCA Glendale and Pasadena will honor your experiences, perspectives, and unique identity. Together, our organization strives to create and maintain working and learning environments that are inclusive, equitable and welcoming. YWCA Glendale and Pasadena prohibits discrimination on the basis of age, gender, race, ethnicity, national origin, cultures, religion, immigration status, veteran status, political beliefs, sexual identity, ability/disability, and health/mental health status in all its programs and activities, not only in respect to employment practices but also in the delivery of service.*