

Job Description

Title:	Donor Data & Grants Manager	Full-Time/ Part-Time:	Full-Time
Department	Administration	Hourly/ Salary:	Salary
Work Schedule:	35 hours per week	Regular/Seasonal/Temporary:	Regular
Exemption:	Administrative	FLSA Classification:	Exempt
Organization Overview:			
<p>The Stanley M. Isaacs Neighborhood Center (Isaacs Center) is a non-profit, multi-service organization focusing primarily on the needs of children and low-income families, out-of-school and out-of-work youth, and aging New Yorkers. We operate at community centers located in the neighborhoods of East Harlem and Yorkville, and seek to deliver programs that are impactful, innovative, and intergenerational.</p>			
Position Summary			
<p>The Donor Data & Grants Manager serves as a key role in the Development Department with processing of donations, data recording and tracking and grants administration. S/He will also provide exceptional donor care to prospective and current donors. S/he will be responsible for financial reporting and mail list coordination and extraction. The Donor Data & Grants Manager will have the ability to work independently, and must be able to work under pressure at times to handle a wide variety of activities and confidential matters with discretion.</p>			
Qualifications:			
<ul style="list-style-type: none"> • Bachelor's degree or equivalent experience preferred. • 3 – 5 years of experience managing donor data and grant related processes. • Must be proficient on the Raiser's Edge software, with experience performing queries, mail list pulls and analytical reports. • Excellent computer skills using Microsoft Office Suite. • Superior Customer Service Skills, with very strong interpersonal skills and the ability to build relationships with stakeholders. • Self-starter with the ability to work independently, yet collaboratively, as an integral member of team. • Ability to prioritize, juggle multiple assignments and meet deadlines. • Proven ability to handle confidential information with discretion. • Enthusiasm, high-energy and positive attitude. • Superior oral, written, presentation and interpersonal skills. • Creative and innovative, problem solving skills a plus. • Ability to work some evenings and weekends as required. 			
Primary Duties:			
<ul style="list-style-type: none"> • Day to day administration of Raiser's Edge database: including data/gift entry, creating dashboards, reporting and list outputs, maintaining procedures to insure accuracy of all data, and generating financial reports. • Serve as Raiser's Edge Master and train staff, as needed. Serve a liason between Blackbaud and Isaacs Center and keep staff informed on changes, updates and system advancements. • Work with Development Team to maximize usage of donor database to further Isaacs Center fundraising objectives. • Execute list segmentation queries and prepare final mailing list for Donor Development mail and email campaigns. • Maintain and improve existing systems and processes to provide efficient gift processing and acknowledgement. • Manage relationship with internal and external donation processing and acknowledgement vendors. • Serve as the front line Development contact for donor questions or gifts taken over the phone. 			

- Provide excellent customer service to current and prospective donors via mail, telephone and email.
- Effectively work with the Finance Team to produce accurate reports and donation reconciliations.
- Work closely with the Executive Director and Development Officer on analysis of mail, email and other digital campaigns.
- Oversee administrative and logistical support: including preparing check requests, expenses, and/other forms as needed.
- Maintain Grants Calendar and communicate changes, updates, deadlines as needed.
- Notify all staff of grant deadlines and information required and follow-up, as needed.
- Help to compile and complete grant documentation, as needed.
- Assist in submitting grants, as needed.
- Participate in events, special projects and take on additional tasks as requested.

Stanley Isaacs Center is an Equal Opportunity Employer / Program