



United Way of Asheville
and Buncombe County

Data and Donor Services Manager

If you enjoy working with a team to develop and activate processes to collect, clean and use complete, timely, actionable data, then United Way of Asheville and Buncombe County is where you need to be. The Data and Donor Services Manager works with the Resource Development team to prepare and analyze constituent data reports, process grants, and individual gifts. This position also provides guidance, support, and training in the utilization of data through current and future CRM systems to advance UWABC's strategic objectives.

Responsible for overall data quality, including the development of data standards and other strategies that optimize efficiency and enable proactive strategic decision-making within Resource Development and across other departments.

KEY RESPONSIBILITIES

Data Stewardship

- Ensure donor data integrity in the Andar CRM system
- Develop and maintain policies and procedures related to database management, security-related protocols, and end-user experience
- Develop standards for identifying obsolete data and strategies for removal
- Works with other departments and teammates to research and resolve internal and external inquiries and recommends and implements improvements to enhance the donor experience and operational efficiency
- Provide user-level training for Andar and appropriate usage of the system and data
- Collaborate on the development, maintenance, and performance processes designed to continuously monitor data quality and integrity

Moves Management Support

- Lead the development of reports, models, and dashboards that enable Resource Development to make proactive data-driven decisions
- Analyze donor data to segment prospects into appropriate portfolios

Processing and Reporting Support

- Coordinate with VP of Finance and Operations to ensure proper utility of restricted revenues as well as its impact on the budget
- Support VP of Resource Development organization-wide campaign reporting and analysis, including United Way Worldwide's Database 2 and Board of Director reports
- Process major gifts, individual gifts, and grants
- Supports VP of Finance and Operations in preparation for annual audit
- Complete monthly, quarterly, and annual revenue collection reports with VP of Finance and Operations

Material Prep and other Donor Support Activities

- Create and distribute mailing lists, donor lists, canned reports, customized reports, etc. as requested by colleagues to carry out the work of the organization
- Develop reports, data visualizations, and presentations appropriate for C-suite visits and other audiences
- Provides operational support and/or special project assistance across Finance and Operations (FO) Department
- Coordinates with Community Engagement (CE) to support numerous types of events
- Prepares lists for mailing and/or publications, ensures continuity and accuracy of data standards;

- updates and tracks information pertaining to donors, volunteers, and prospects in the databases
- Assist Resource Development staff in data entry and maintenance of account profiles
- Is the Resource Development department representative for the Data/Tech internal workgroup
- Performs other related duties as assigned.

Ideal and Minimum Requirements

- Undergraduate degree or equivalent combination of education, training, and experience
- Detail-oriented, with strong organizational, analytical, and planning skills
- Deep commitment to UWABC's guiding principles and ability to model those principles in relationships with colleagues and partners

Technical Skills, Abilities and other Requirements

- Advanced skills with Microsoft Excel / Google Sheets required
- Advanced proficiency with Andar CRM system and electronic giving platforms preferred
- Commitment and demonstrated ability to maintain confidentiality and a high degree of accuracy
- Ability to communicate (oral and written), in English, Spanish a plus
- General attributes: works effectively with people from different backgrounds and with different interests and levels of technical skill, strong self-motivation, and works well both independently and on teams
- Ability to define problems, collect data, establish fact and draw valid conclusions

Physical/Mental Abilities:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals who are differently abled to perform the essential functions.

While performing the duties of this position, the employee is regularly required to:

- Sit, stand, walk, reach with hands and arms, talk and hear
- Use finger and hand motion
- Specific vision abilities required by this job include close vision, distance vision, depth perception, and the ability to adjust focus
- Moderate level of stress caused by tight deadlines
- Moderate levels of mental and/or visual fatigue and/or eyestrain may result from looking at a computer screen for extended periods of time
- Moderate office noise level

This position is exempt from overtime regulations.

Reports To: Vice President of Resource Development

Supervises: 0

Hours: 40/week - staff continues to work remotely with the plan to phase back into the office in the coming months.

Hiring Range and Benefits: \$46,292 to \$51,436 annually plus full benefits, including paid vacation, sick and personal leave; employer contributions to 401(k), contributions to health, dental and vision insurance benefits, life and disability insurance, and coaching and support.

United Way of Asheville and Buncombe County is an equal employment opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability status, protected veteran status, or any other characteristic protected by law