

MISSION HOSPITAL POSITION DESCRIPTION

Position Title:	Database Manager Foundation	Exemption Status:	Non-Exempt
Job Classification:		Job Code:	512075
Department:	Foundation		
Reports to:	Director of Central Development		
Last Update:	4/99, 2/2010		

Job Summary:

Under general supervision and according to established policies and procedures, operates personal computer to record accounting, statistical, or donor information. Addresses donor inquiries regarding contributions by applying independent judgment and conflict resolution skills. Performs various duties for the Foundation including database & computer systems management, typing of memos/correspondence, policies and forms, and composes simple letters and other correspondence as needed. Performs various routing office duties organizing own workload to meet established priorities.

Essential Values-Based Competencies: *Demonstrates values-based competencies in line with the four core values that are the foundation of all activities performed by employees in order to achieve the Mission of the St. Joseph Health System (see attached behavioral definitions of competencies):*

Dignity: *Demonstrates competence in communication and interpersonal relations.*

Excellence: *Demonstrates competence in continuous improvement, continuous learning, accountability, and teamwork.*

Service: *Demonstrates competence in customer/patient focus and adaptability.*

Justice: *Demonstrates competence in community orientation and stewardship.*

Essential Functions: *Describe the 5 - 10 duties / responsibilities that must be performed by this position.*

	% Time Spent	% Weighting
1. Accurately processes and records donor statistical information and gifts according to established donor gift policies and procedures, and maintains confidentiality of this information as appropriate. Reviews transactions for accuracy, maintains donor/prospect database files, and provides reports as requested. Addresses donor inquiries regarding contributions by applying independent judgment and conflict resolution skills. Add new constituent records to the database as needed, analyze information and populate all appropriate data fields where information is available. Reconciles batches with Raiser's Edge and prepares batches for daily deposit. Establishes quality checks that ensure a high level of data integrity.	35	35
2. Generates gift receipts, acknowledgement letters, honor/memorial letters, pledge reminders and membership renewals to donors based on standard form through database mail functions, obtains appropriate signature on all correspondence, and proofreads and mails it. Manages monthly credit card payments to ensure accurate and timely gift processing. Coordinates monthly employee payroll deductions with Payroll Department.	15	15

Responsible for creating monthly pledge reminders that are sent to Foundation constituents and organizations.		
3. Prepares monthly financial reports for the Vice President of Development and the hospital Accounting department. Creates and executes complex database queries and reports for multiple campuses for the Foundation staff on a weekly basis and for the hospital Accounting Department as needed. Provides information regarding donors and prospective donors for donor recognition for new and/or additional giving opportunities. Tracks outstanding pledges and produces pledge reminder letters to donors and reports as appropriate.	10	10
4. Performs special assignments and project management as assigned by the Vice President of Development and the Director of Foundation such research on donor prospects, policy and procedure development and revision required for efficient departmental functioning. Maintains procedure manuals related to areas of responsibility.	10	10
5. Provides training and acts as a resource to the Foundation staff. Manages the daily database operations of the multi-campus Foundation ensuring a smooth flow of activities and high quality of services to staff and donors. Responds to requests for information regarding gifts, generating queries and prepares gift reports from Raiser's Edge.	10	10
6. Processes and records stock gifts and interfaces with various brokerage houses regarding donations of stock. Calculates gift value and prepares donor acknowledgement letters based on Internal Revenue Service guidelines for gift acknowledgement. Manages matching gift correspondence to ensure timely payment.	5	5
7. Supports fundraising events and activities through specific fundraising and event data processing such as merging form letters, preparing mailings, maintaining files, handling general correspondence and providing statistical reports from Raiser's Edge.	5	5
8. Types, reviews, and edits correspondence and memos making changes in grammar, spelling, punctuation, and content as needed, all done in a timely and accurate manner. Composes correspondence, and sends and tracks completion of work orders for office when requested. Responds to donor notes and comments in a timely manner.	5	5
9. Answers phone and assist office visitors as needed, in a prompt and courteous manner using discretion and good judgment. Represents the Vice President, Directors, and Managers when appropriate. Responds to inquiries accurately or forwards calls/questions to appropriate person, when necessary, and takes complete and accurate messages. Manages and reconciles petty cash on a quarterly basis. Organize, coordinate and maintain the integrity of hardcopy filing system. Coordinates, schedules, and supervises office volunteers in providing appropriate direction and follows up accordingly.	5	5

Additional Responsibilities: *List infrequently performed and non-essential tasks.*

Works in accordance with procedures established by the Vice President of Development, but incumbent must prioritize projects and may deviate from established procedures in order to obtain desired results.

Knowledge / Skills / Abilities: *List the knowledge, skills, and abilities required to perform the essential functions of this position.*

1. Good data entry skills.
2. Knowledge of Microsoft Office including mail merge functions and some database experience.
3. Excellent communication skills and the ability to handle multiple tasks and work independently. Interpersonal skills necessary in order to interact with donors and volunteers.
4. Ability to concentrate and pay close attention to detail at all times when inputting data and compiling information regarding donor's gifts, pledges, and acknowledgement letters.
5. Must have ability to exercise judgment and maintain confidentiality on a wide spectrum of topics.
6. Good basic math and English grammar skills.

Age-Related Competencies: *List the knowledge, skills and abilities required to provide age-specific care, including:*

- Human development knowledge / skills:

- ∪ Age-specific patient needs that employee is required to understand and meet:
Demonstrates the ability to meet the age related needs of the specific population served.
- ∪ Additional requirements:
Demonstrates the ability to perform behavioral competencies as indicated on the position specific competency assessment.

Information Management:

Treats all information and data within the scope of the position with appropriate confidentiality and security.

Risk Management:

Cooperates fully in all risk management activities and investigations.

Additional Requirements (optional):

Minimum Position Qualifications: *List the minimum qualifications required for this position:*

- ∪ *Education:* High school graduate or GED
- ∪ *Experience:* 3 years clerical/data entry experience
- ∪ *License / Certification:*

Preferred Position Qualifications: *List the preferred qualifications required for this position:*

- ∪ *Education:* College degree
- ∪ *Experience:* Hospital foundation experience (Raiser Edge software preferred or similar database experience)
- ∪ *License / Certification:*

Environmental Conditions: *Describe the work environment including risk of exposure to blood-borne pathogens and other hazards.*

Normal office environment, no exposure to adverse conditions. Prolonged sitting and occasional walking.

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities.

Approvals:

<i>Department Head Signature</i>	<i>Date</i>
<i>Administration Signature</i>	<i>Date</i>
<i>Human Resources Signature</i>	<i>Date</i>