



## DONOR DATABASE SPECIALIST

**LOCATION:**  
Chicago, IL

**Overview:** Habitat for Humanity Chicago (Habitat Chicago) is a nonprofit organization that works to champion healthy neighborhoods by investing in resident priorities, supporting homeownership, and building quality homes. We believe in a world where everyone has a decent place to live and we invite people of all backgrounds to work towards this vision together in our three focus neighborhoods of West Pullman, Greater Grand Crossing, and Austin.

### GENERAL DESCRIPTION

The Donor Database Specialist oversees and ensures the integrity of Habitat Chicago's donor database, including data analysis and reporting; drives the successful execution of gift processing and stewardship tasks; and provides department support through a combination of ongoing and special projects. The Donor Database Specialist works quickly and accurately to provide donors with a high-quality giving experience.

The ideal candidate is someone who understands the power of gratitude and champions the importance of healthy data and operations. They are a self-motivated and detail-oriented team player with effective data management and analytical skills.

### CORE RESPONSIBILITIES

#### **Key Responsibility: Donor Data Management, Analysis, and Reporting (40%)**

Actively manage and improve the quality of Habitat Chicago's donor database to sustainably mature the Development department's revenue tactics and targets.

- Maintain and improve the integrity of donor and gift records in the Salesforce constituent relationship management (CRM) system.
- Determine the best use of Salesforce features to accomplish Development department goals.
- Analyze data to help fine-tune donor cultivation, solicitation, and stewardship efforts.
- Continually review and optimize data management processes to improve methods for moving donors and constituents along our engagement continuum.
- Develop reports for Board of Directors, Resource Leadership Committee, and other stakeholders as assigned.
- Manage data requests for our collaborative direct marketing program with Habitat for Humanity International (HFHI), revenue reconciliation, and invoices; serve as primary contact with key vendors and HFHI staff.
- Maintain quality standards documentation and continuously assess for improvement opportunities.

#### **Key Responsibility: Gift Entry and Donor Stewardship (30%)**

Ensure the integrity of donation processing procedures, pledge recovery, and assigned stewardship efforts.

- Manage processing and acknowledgements of all gifts via mail, credit card, online, and stock transfer, with knowledge of practical tax receipting protocol. Anticipate busy periods and enlist additional volunteer help as needed.
- Manage pledge payment tracking, acknowledgements, reminders, and follow-up processes, aiming for at least a 95% fulfillment rate.
- Reconcile Salesforce gift records with accounting data on a regular basis.

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- In collaboration with the Office Administrator, execute donor stewardship tasks (e.g., managing handwritten cards, communication inserts, etc.).
- Create and monitor peer-to-peer fundraising site (NeonOne) pages for teams and individuals, reconciling NeonOne and Salesforce records, and troubleshooting user issues when needed.

### **Key Responsibility: Department Support (20%)**

Act as primary support to Development team functions through a combination of ongoing and special projects. Projects and tasks include, but may not be limited to the following activities:

- Respond to and handle donor inquiries or issues. Record information and escalate when necessary. Take the lead on non-escalated inquiries. Enlist others as needed.
- Maintain expense tracking tool for Development department and assist Development Director with budget monitoring.
- Act as affiliate liaison to HFHI for administrative requests. Work across teams to collect and submit requested information on time. Ensure database reflects current HFHI relationships and their implications to the affiliate.
- Ensure Development department remains abreast of philanthropic trends and best practices related to data integrity, gift processing, acknowledgements, and stewardship.
- Other projects and responsibilities as assigned.

### **Key Responsibility: Leadership and Teamwork (10%)**

Help grow Habitat Chicago through collaboration, leadership and vision:

- Maintain a “team first” outlook, supporting the success of the team and the mission in attitude, ideas, and actions, including ideas for growing and improving the affiliate.
- Champion teamwork, record/data maintenance, and creative problem solving in all team members.
- Demand excellence of team members and model proactive, creative, and positive solutions.
- Contribute enthusiastically to Habitat Chicago events, helping as necessary with set up/take down, management, networking, etc.
- Engage enthusiastically with all members of team, program participants, and core volunteers.

## **KNOWLEDGE, SKILLS, ABILITIES**

### *Required*

- High level of computer literacy and competence with Microsoft Office Suite, including Excel, and familiarity with project management tools and CRM platforms (Salesforce highly preferred).
- A goal-oriented personality who is resilient and creative when faced with shifting challenges and opportunities.
- Commitment to problem solving, continuous improvement, curiosity, and personable development.
- Outstanding interpersonal and communications skills characterized by the ability to listen, speak, and write well.
- Strategic thinker with strong analytical skills.
- Enthusiasm for nonprofit fundraising and willingness to proactively seek best practices and new ideas.
- Ability to manage confidential information with discretion and tact.
- Understanding and enthusiasm for Habitat for Humanity’s vision and willingness to advocate for its mission.
- Current authorization to work permanently in the United States
- Valid driver’s license



*Preferred*

- Experience with any of the following preferred: data entry, database administration, project management, and/or donor stewardship.

**EDUCATION, EXPERIENCE**

- Bachelor's degree plus two years relevant experience OR three years relevant experience; nonprofit experience highly preferred.
- Personal volunteer experience.

**Successful Habitat team members share the following characteristics**

- **Trust:** You invest in your fellow team members, and you do what you say you will do. You thrive on constructive feedback and have a high level of integrity.
- **Commitment:** You have a "go above and beyond" attitude; nobody here works just for a paycheck.
- **Engagement:** You embrace bringing people to the Habitat mission.
- **Innovation:** You are a creative problem solver that works across teams.
- **Curiosity:** You express curiosity and reserve judgment.
- **Achievement:** You love results and hate excuses. You will help Habitat Chicago grow to be a leading organization.

**Position Details:**

**Hours:** Full-time/40 hours per week. Flexible hours with occasional evening and weekends required for special events. Some work may be completed remotely.

**Reports to:** Habitat Chicago Individual Giving and Events Manager

**Environment:** The Habitat Chicago office is located at Cermak Rd. and Carpenter St. in Chicago. It is accessible by car or by public transit. The Donor Database Specialist will have a desk, computer, and phone line in an open office environment. This position may require occasional off-site meetings and activities.

**Conditions:** Ability to lift 25 pounds, ability to work at a computer for long periods of time.

**Compensation:** Salaried position ranging from \$47,000 - \$49,000, depending on experience, plus benefits. 30+ vacation/sick/personal days per year. 90% employer paid health insurance; access to dental, life, and 401k (3% match) plans.

**FLSA Status:** This position is exempt from the overtime provisions of the Fair Labor Standards Act (FLSA). It does not earn overtime or compensatory time for additional time worked.

**Training:** The position will begin with an onboarding period to become familiar with the organization's work and policies; the new hire will be trained on the specifics of the role through a combination of in-person, online and written trainings and will be expected to take the initiative to review materials as needed and seek understanding of new developments in order to perform responsibilities.

**To Apply:** Please submit compelling cover letter and resume to [helen.quach@habitchicago.org](mailto:helen.quach@habitchicago.org) with "Donor Database Specialist – Your Name" in the subject line by 06/02/2022. Successful applicants will be contacted for interviews.

*Habitat for Humanity Chicago values a diverse and inclusive workplace and strongly encourages women, people of color, LGBTQ individuals, people with disabilities, members of ethnic minorities, foreign-born residents, and veterans to apply.*

*Habitat for Humanity Chicago is an Equal Opportunity Employer. This organization does not and will not discriminate in employment and personnel practices on the basis of race, sex, age, handicap, religion, national origin or any other basis prohibited by applicable law.*

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