



GREATER CHICAGO FOOD DEPOSITORY JOB DESCRIPTION

Job title: Manager, Development Services
Department: Development
Report to: Director, Development Services

GENERAL DESCRIPTION: In partnership with the Development team, manages the Raiser's Edge and Luminate Online databases to support effective, responsive donor identification, cultivation, solicitation, stewardship and recognition activities. Works with all members of the Development team to support integrated fundraising efforts. Supervises the Development Services Staff and ensures accurate data recording and reporting. Will also work closely with the Information Technology and Finance departments.

KEY RESPONSIBILITIES AND ESSENTIAL FUNCTIONS:

- Database Management
 - Manage updates and changes to coding structure to ensure data integrity and quality.
 - Ensure fundraising data is regularly reconciled with Finance.
 - Keep current on database technology and best practices.
 - Maintain procedural documentation.
- Analysis and Support
 - Proactively look for ways to more effectively utilize data, including suggesting metrics and reports to support fundraising activities.
 - Assist with development of segmented online and print mailing lists and recognition lists.
- Donor Stewardship
 - Support, supervise and train Development Services Staff.
 - Assist with maintaining the portfolio management system.
 - Respond to Donor inquiries via email and telephone.
- Other duties as assigned.

QUALIFICATIONS:

- Advanced proficiency with database management, and system administration.
- Ability to assume a leadership role in project management.
- Experience training and supporting database end-users.
- Strong organizational planning and administrative skills.
- Strong analysis, problem-solving and trouble-shooting skills.
- Must work well in a team atmosphere.
- Strong written and verbal communications skills.



- Bachelor's degree from an accredited college or university or equivalent combination of relevant work experience or training.

PREFERRED:

- Experience with Raiser's Edge, Crystal Reports and Luminate Online.
- Supervisory experience.
- Strong knowledge of principles, ethics and best practices of successful fundraising, constituent relationship management and donor stewardship.

EXPOSURE:

- General office environment; limited exposure to warehouse environment.
- Interacts with GCFD staff, donors, volunteers, vendors and general public.
- Evening and weekend hours may be required.

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