

# MoAD

## Development Database and Operations Manager

### About MoAD

The Museum of the African Diaspora (MoAD), a contemporary art museum, celebrates Black cultures, ignites challenging conversations, and inspires learning through the global lens of the African Diaspora. MoAD is based in San Francisco and plays a vital role in the local arts community. MoAD is uniquely positioned as one of the few museums in the world focused exclusively on African Diaspora culture and on presenting the rich cultural heritage of the people of Africa and of African descendant cultures across the globe.

### Position Summary

The Development Database and Operations Manager is a new position in a growing Development Department that reports directly to the Chief Development Officer. This position is responsible for integrating and utilizing MoAD's CRM/donor database to increase the bandwidth of the entire Department. A successful candidate will be inspired to harness the power of the database to implement and maintain procedures, templates, tools, and software to smoothly move the Department forward in its aggressive goals while prioritizing donor engagement and a culture of philanthropy. As part of a small, fast-paced, and energetic team, this is a critical position that works closely with all Development staff. This role maintains all aspects of the database to facilitate prospecting, cultivating, soliciting, appreciating, stewarding, and engaging with all members – general, individual, major, corporate, foundation, and volunteers. This position, utilizing the database to full capacity, tracks all donor engagement and benefit fulfillment. This position is integral to helping MoAD grow its donor/member base while achieving aggressive revenue goals.

### Primary Responsibilities

- Administrative 85%
  - Gift Entry and Acknowledgements
  - Donor Stewardship
  - Benefits Fulfillment
  - Reports and Database Lists
  - Donor Moves Management
  - Membership Renewals
  - Prospect Strategy
  - Event Attendance Tracking: Opening Receptions/Donor Events/Annual Gala/Diaspora Dinner/Fundraising Events/Reconciliations/Social Good
- Executive Support 10%
  - Provide as needed support for CDO and CEO
- Events and Donor Engagement 5%
  - Attend donor events and public programs

### Essential Functions

- Maintains an accurate Altru database for the Development department.

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- Responsible for oversight of all database functions, including data entry, gift processing and acknowledgement, donor and statistical reports.
- Ensures timely entry of gifts and the accurate reconciliation of contributed income and earned membership revenue on a daily, monthly and annual basis.
- Establishes, improves, and maintains systems, policies, and procedures to ensure the integrity of all biographical and financial data in the fundraising database, including standardized coding, processing, and reporting policies; evaluates and updates these policies as necessary to ensure best practices.
- Tracks all raised revenue streams and creates revenue reports.
- Develops and enforces data entry guidelines to ensure data quality and consistency; provides support and training in use of the application, including orientation for new staff and specialized training in response to changing roles, improvements in business processes and database functionality.
- Responsible for automated membership renewals communication, membership acknowledgement, fulfillment of member benefits including membership gift mailings.
- Supports the Chief Development Officer in external communications as needed.
- Ability to identify, investigate, analyze, organize, and evaluate information yielded from a variety of sources (electronic and print) to determine a donor prospect's financial capacity, ability to give, philanthropic interests, and relationship to the MoAD. Prepares prospect reports that summarize and synthesize data and other critical information to be used in creating and cultivating fundraising strategies.
- Creates a variety of ad hoc reports for the Development department utilizing the data housed in the Altru database.
- Performs other duties and projects as assigned.

## **Other Duties:**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

## **Qualifications**

A strong candidate will:

- Have a strong affinity for MoAD's mission
- Be inspired by metrics while understanding the connection of human relationships to donor data
- Be an energetic, positive, and open team collaborator with complete ease working independently
- Be able to see a problem or need and build a project plan for successful solution
- Able to confidently and respectfully manage up to ensure projects are completed across the deadline
- Demonstrate excellent verbal and written communication skills
- Ability to manage shifting priorities and complex workflows
- Demonstrate a high level of professionalism in dealing with confidential and sensitive issues
- Familiarity with Altru preferred, familiarity with donor databases required

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- Have proficiency with MS Office Suite, especially Excel

## **Physical Demands**

- Ability to accurately read written information, communicate via phone and via email
- Ability to work at a computer for extended periods
- Ability to work primarily on-site, with hybrid work options (currently 2 day/week) available in accordance with MoAD policies and supervisor approval, in addition to off-site production
- Ability to work weekend and evening hours as well as occasional holidays as needed to prepare for and attend various special events

## **Compensation and Benefits**

- \$65,000-\$76,000 commensurate with experience
- A comprehensive benefits package will be a part of the total compensation, including paid time off (vacation, sick, holiday), 401(k), FSA, pre-tax commuter benefits, and health insurance including medical, dental, vision, and chiropractic, with a generous 90% of employee premiums and 60% of dependent premiums paid by the Museum for our base plan.

## **To Apply**

To apply please submit a cover letter and résumé to [sarbuthnot@moadsf.org](mailto:sarbuthnot@moadsf.org) with the subject: Development Database and Operations Manager. Please note, applications without a cover letter will not be considered.

Diversity makes us stronger. MoAD is committed to diversity in its programming and creating an inclusive work culture and environment that is reflective of the San Francisco Bay Area. We are an Equal Opportunity Employer, and all qualified applicants will receive consideration for employment without regard to race, color, ethnicity, religion, sex, age, national origin, protected veteran status, disability status, sexual orientation, gender identity or expression, marital status, genetic information, or any other characteristic protected by law. Pursuant to the San Francisco Fair Chance Ordinance, we will consider for employment qualified applicants with arrest and conviction records.