

DONOR RELATIONS & DATABASE MANAGER

Salary: \$52,096.00 - \$57,096.00 Annually

Location: Germantown Performing Arts Center, TN

Job Type: Full Time

Department: Germantown Performing Arts Center

Opening Date: 09/05/2024

The City of Germantown is an Equal Opportunity Employer committed to an alcohol/drug-free workplace and to providing equal opportunities regardless of race, sex, color, religion, national origin, age or disability.

ORGANIZATIONAL ACCOUNTABILITY:

City of Germantown public servants exist, first and foremost, to protect and enhance the quality of life of those we serve; every position on the Germantown team has a shared responsibility and accountability to fulfill this purpose. Through the constant alignment of individual actions, behaviors and performance with our organization's values system, Germantown public servants demonstrate a steadfast commitment to our greater mission of *Excellence. Every day.* The expectation for senior leaders is to model *The Germantown Way* at all times for those they influence and interact with daily.

GENERAL DEFINITION OF WORK:

The Donor Relations & Database Manager works in close collaboration with the Director of Development, the Executive Director, and GPAC Board of Directors to achieve the short, medium and long-term revenue goals of the Germantown Performing Arts Center (GPAC). The Donor Relations and Database Manager plays a critical role in assisting the Director of Development in planning/developing, analyzing, managing and executing all fundraising

activities of the not for profit. These activities include planned and annual giving, major gifts, matching gifts, memberships, endowments, bequests, sponsorships and capital campaigns.

ESSENTIAL JOB FUNCTIONS:

1. Manage ongoing critical integration of GPAC constituent database into Development Department standard operating procedures.
2. Develop high-level knowledge of Choice CRM system.
3. Lead integration of Box Office functions with Development functions for more efficiency and accuracy.
4. Maintain data integrity standards regarding security, donor confidentiality and PCI compliance.
5. Monitor the latest developments in donor management tools, trends and applications and apply that knowledge to management of GPAC's donors.
6. Establishing and maintaining a trusting relationship with donors (new and old) through interpersonal. relations and through the excellent execution of the fundraising cycle.
7. Implement comprehensive fundraising programs to meet the short, medium and long-term goals of GPAC.
8. Manage donor recognition, retention, renewal and upgrade, including donor recognition and gift stewardship.
9. Exceed revenue goals for events (ex. gala) intended to generate large amounts of revenue.
10. Create exciting, unforgettable experiences for guests that strengthen their relationship to GPAC.
11. Coordinate fundraising and donor cultivation events, both on and off-site.
12. Maintain financial records and budget for specific events, tracking expenses, donations and earned revenue.

OTHER JOB FUNCTIONS:

1. Perform other related tasks as required.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Ability to create and manage budgets.
- Ability to evaluate special events results against goals.

- Experience with special event creation, management and execution, including donors, sponsors, vendors (rental companies, caterers, printers, designers, florists, entertainment, tech) and guests.
- Outstanding ability to interact with software management firm to learn capabilities, expand capabilities and troubleshoot.
- In-depth knowledge of fundraising cycle and best practices.
- Exceptional attention to detail.
- General knowledge of graphic design.
- Highly effective time management skills.
- Professional attitude and ability to work independently.
- Exceptional management skills - ability to prioritize and multitask, completing projects within strict deadlines and with minimal supervision.
- In-depth knowledge of the expense side of events.
- Ability to work nights and weekends as needed.
- Physical stamina (standing, walking, lifting).

Requirements

EDUCATION AND EXPERIENCE: Bachelor's degree in a related field and two years of experience in administrative support functions; or any combination of education, training, and experience providing the knowledge, skills, and abilities to perform essential Job functions. Prior development and fundraising experience preferred.

WORKING CONDITIONS: Majority of work takes place In an office environment, on the computer and the phone. May be required to stand for several hours at a time and lift objects up to 30lbs when assisting with setup for performances or fundraising events, which may be indoor or outdoor. Occasional night/weekend hours are required for select events.

To Apply: [Official Link](#)

Agency: City of Germantown

Address: 1930 S. Germantown Road, Germantown, Tennessee, 38138

Phone: 901-757-7250

Website: <http://www.germantown-tn.gov>