



Greater Des Moines
Botanical Garden

Job Description: Database and Research Specialist

Reports to: Director of Philanthropy
Status: Non-Exempt
Schedule: Full-time, with occasional weekend, evening and holiday hours
Revision Date: January 2019

Position Summary

This position will oversee the organization's data management, systems administration, analysis and reporting needs. The successful candidate will be able to manage and maintain the integrity of the Altru database, enforcing policies and procedures, and accuracy of data; will design complex queries, import and export data and create and run reports.

Serves as analyst and steward of data services as they pertain to the processing of gifts, the reckoning of gift data and the processing of information acquired from outside sources that will be used for specific fundraising efforts.

Primary Responsibilities

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily and perform other duties as assigned.

Data Management

- Research and analyze data and prepare ad hoc and custom reports for all aspects of Advancement, Membership, Marketing and Education departments.
- Coordinate and conduct all data operations including, but not limited to, gift and data entry, queries, reports, imports, exports, mail house lists, duplicate resolution, custom reports, donor recognition, communications and analysis with the Botanical Garden's fundraising database within the prescribed acceptable turnaround time.
- Work with other departments in the regular acquisition of internal lists that require maintenance and updating. Conduct, troubleshoot and resolve exceptions with imports into Altru.
- Ensure the integrity of the database by identifying, implementing and documenting of the on-going data cleanup processes. Provide research for ongoing process improvement of organization's data management policies and practices.
- Be the primary liaison with technical support for donor software.
- Receive training as necessary to ensure organization is fully utilizing and understanding donor software capabilities.
- Supervise and train volunteers to assist in mailings, correspondence and other departmental activities as directed.
- Responsibilities also include supporting and training staff in use of Altru

Research and Analysis

- Run development, membership, campaign and other reports and analyze as directed for trends and/or opportunities for maximizing contributed revenue.
- Conduct independent prospect, corporate and foundation research as directed by Director of Philanthropy.
- Assist in rating and strategy planning for individual, corporate and foundation prospects.
- Track cultivation and management of key prospects including anticipating and communicating next steps, tracking completed touchpoints and suggesting appropriate follow-up.

Success Factors

In conjunction with position-related skills, the successful candidate will become an integral member of the Botanical Garden team with these criteria:

- Serve as part of a cross-departmental team that delivers a superior guest experience, drives membership and promotes the Botanical Garden mission and offerings at special events and outreach opportunities.
- Develop, maintain and promote positive and professional relationships with internal staff, volunteers, members, vendors, contractors, media and the general public in order to achieve departmental and organizational goals.
- Maintain a commitment to, and ability to convey, the Botanical Garden's mission with genuine passion, and the willingness to continually learn about the programs and mission.

Qualifications

The requirements listed below are representative of the knowledge, skill, and/or ability required for this position.

Education and Experience

- Bachelor's degree or equivalent experience is required
- 2-3 years of experience with Altru or related Blackbaud database software preferred; equivalent database experience considered
- Proven experience with data mining and analysis; able to build complex queries and develop revenue reports departmentally, individually and by constituent segmentation
- Solid writing and editing experience

Knowledge, Skills and Abilities

- Strong communication skills, both written and verbal
- Strong process, planning and implementation skills
- Creative problem solver and strategic and organized thinker
- Excellent time-management skills to handle a variety of assignments simultaneously under a variety of deadlines and other constraints
- Ability to understand and interpret instruction to work effectively and efficiently independently with minimal supervision as well as part of a team; natural problem solving ability
- Attention to detail and accuracy with regard to handling data and executing reports
- Advanced proficiency in Microsoft office programs with emphasis on Word and Excel; donor database experience and proficiency essential

Work Environment and Physical Demands

The work environment characteristics and physical demands described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Continuous communication and/or interaction with staff, volunteers, visitors and management
- Occasional evening, weekend and/or holiday work may be required to meet departmental deadlines or to provide staff support at events
- Occasional bending, stooping, reaching, crouching or light lifting (up to 15 lbs)
- Prolonged periods of time sitting performing administrative functions
- Requires good hand-eye coordination, arm, hand and finger dexterity including the ability to grasp, and visual acuity to use a keyboard, operate equipment and read technical information

About the Organization

The Greater Des Moines Botanical Garden is a 501(c)(3) privately governed, not-for-profit public garden situated on 14-acres in the heart of downtown Des Moines. At the Botanical Garden, we are passionate about exploring, explaining and celebrating the world of plants. Beyond the beauty and inspiration of our urban setting, we are dedicated to creating signature, memorable experiences through progressive garden design and innovative programming. People, plants and passion are the focus of what we do. By educating and enriching the lives of our guests, we provide a valuable resource for our community and forge partnerships stronger than the sum of our individual parts.

Position Application

Qualified candidates should submit a cover letter, application, three references and a resume to bghr@dmbotanicalgarden.com. Review of applications will begin immediately and remain open until the candidate is hired. Only electronic applications are accepted; no paper applications will be considered.