



RONALD MCDONALD HOUSE CHARITIES OF CENTRAL TEXAS, INC

Database Manager

Austin, TX · Full time

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The Database Manager oversees all donor database administration, including gift processing, coding, reporting, and donor recognition across all giving channels. This role ensures accurate and timely tracking of donations, supporters, guest families, and volunteers, including capital campaign gifts and pledges. The Database Manager uses data analysis to support donor stewardship and strengthen long-term engagement (This role is a hybrid position).

About Ronald McDonald House Charities of Central Texas, Inc

For 40 years, the mission of Ronald McDonald House Charities of Central Texas has been to create, find, and support programs that directly improve the health and wellbeing of children and families. As our hospital partners expand their advanced specialty care and our Central Texas population continues to grow, we have exceeded our capacity to serve families.

Description

Essential Functions:

- Manage RMHC CTX databases and ensure accurate record keeping including complete donor records, both electronic and paper as needed.
- Produce letters and coordinate acknowledgement correspondence to ensure all donors are promptly and appropriately thanked – ideally within a 48-hour window.
- Produce departmental gift reporting, including but not limited to monthly reports, board reports, email/mail lists, etc.
- Ensure information is captured in Bloomerang from third-party donation sites (Benevity, PayPal, Meta, YourCause, etc).
- Ensure proper handling of offline cash and in-kind donations, coding all donations based on finance policy.

- In partnership with the Sr. Development Director, ensure that policies and procedures associated with data entry are completed ethically, correctly and consistently, troubleshooting issues with Bloomerang and other vendor staff, and managing the flow of data between systems.
- Provide ongoing database training for RMHC CTX staff as needed.
- Lead event registration in Bloomerang. Support planning and execution of key fundraising events, including assisting with event registration, tracking, confirming attendees, and documenting event attendee assets.
- Complete all donor information requests, matching gift requests, acknowledgement and recognition for all donations including in-kind and third party.
- Provide reporting and revenue reconciliation information for the finance team.
- Attend all events (3-5 per year) as staff support, serving as lead for registration and assisting with tasks as needed.
- Provide reports for annual financial audit and year-end review.
- Work with all RMHC CTX volunteer experience staff to ensure volunteer information is accurately entered for meal providers, group volunteers, event volunteers, deep cleaning crews, etc.
- Implementation leader for data hygiene initiatives.
- Serve as database administrator and primary liaison between RMHC CTX and Bloomerang for all products, including DonorSearch, Qgiv, Bloomerang Volunteer, and Bloomerang Donor.

Position Requirements:

1. Passion for the mission of Ronald McDonald House Charities of Central Texas.
2. Excellent written and verbal communication skills. Ability to communicate effectively and appropriately with staff, donors, volunteers, etc.
3. At least three years of prior donor and/or volunteer management systems is required, experience working with Bloomerang product and Intermediate knowledge of queries, reports, imports/exports and lists is preferred.
4. Excellent problem-solving skills and sound judgment.
5. Proactive approach to deadlines and time-sensitive projects. Ability to prioritize and know when to seek assistance.
6. Experience in a professional office environment and strong customer service skills.
7. Ability to function as a collaborative team member.
8. Must be organized, have strong attention to detail, and be able to accept direction and to work independently.
9. Must maintain discretion with regard to donor, volunteer, and client confidentiality and privacy.
10. Advanced knowledge of Microsoft Office required.
11. Some travel required. Some night and weekend work required.

12. Development experience in non-profit setting required. Experience working with volunteers is preferred.

This Position description is for informational purposes and is not an exhaustive list of all responsibilities. Additional duties that are consistent with the responsibility level of this position may be assigned.

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Prolonged periods sitting at a desk and working on a computer
- Must be able to lift up to 15 pounds at times

Equal Opportunity Employment Statement: RMHC CTX is committed to equal employment opportunity both in principal and in fact. All employment decisions including, without limitation, decisions regarding recruitment, selection, hiring, compensation, benefits, training, advancement, discipline, termination, layoff, return from layoff, and other terms, conditions and privileges of employment, are based on individual qualifications, without regard to race, color, religion, national origin, sex, age, disability, sexual orientation, marital status or any other status not listed here protected by law.

Salary

\$60,000 - \$67,000 per year

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