

Texas Advocacy Project Position Description

Title: Donor Data & Operations Specialist
Reports to: Chief Development and Marketing Officer
Department: Development and Marketing
Supervises: NA
Job Type: Full Time (40 hours) Non-Exempt
Salary/Hourly Rate: \$60,000 - \$63,000

The Mission of the Texas Advocacy Project: Texas Advocacy Project's mission is to end dating and domestic violence, sexual assault, and stalking in Texas. Texas Advocacy Project empowers survivors through free legal services and access to the justice system, and advances prevention through public outreach and education. Our vision is that all Texans live free from abuse.

TAP's Core Values are Integrity, Courage, Innovation, & Empowerment.

General Description

Maintains and manages CRM database for Texas Advocacy Project. Support development and marketing team with data driven needs. Works with the executive team, staff, donors, sponsors, vendors, community agencies, volunteer committees, and corporations. Solicits sponsorships, in-kind donations, and cultivates community relationships to support both near-term and long-term fundraising goals and objectives of the organization.

All staff assists in overall office responsibilities including correspondence, working with volunteers, basic office tasks, and other duties as required. Some travel and working irregular hours including weekends is occasionally required for this position. This is a hybrid position - both remote and in-person. Applicant must be located in the Greater Austin, TX area. Applicants must have reliable vehicle transportation. Business casual wardrobe is mandatory for in-office work.

Duties and Responsibilities:

- Maintains and manages CRM database
- Enters and updates constituent records
- Issues donor acknowledgement letters and tax receipts and manages filing of all donation letters and paperwork
- Inputs gifts daily and processes acknowledgements
- Assigns personal outreach based on level of gift
- Processes and distributes weekly gift reports, monthly action reports and other reports as requested
- Maintains data integrity by auditing the database on a regular basis and conducting clean-up projects to ensure clean constituent data, including deduplication of donor records
- Recognizes opportunities for more efficient use of the database and communicates with Development staff to improve data tracking processes

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- Develops documentation of database policies and procedures for training staff
- Monitors other staff usage of database and maintains data consistency
- Manages all database logistics related to individual giving programs
- Monitors and reports on results of individual giving pledges, contributions, and retention
- Tracks individual giving campaigns and donor engagement activities
- Produces constituent/contact reports for all marketing and development communication
- Manages event registration through event software
- Builds tracking document following events to ensure donor stewardship
- Maintains Constant Contact list for marketing and outreach efforts
- Uses strong organizational skills to manage multiple data projects simultaneously
- Utilizes reporting experience to recommend and implement standardized reports
- Reviews data and recommends measures for improved outcomes of development activities
- Contributes to the annual and long-term development plans to meet department goals for individual, foundation, corporate and government giving, planned giving, special events, and other campaigns
- Participates in continuing education opportunities, conferences, and seminars to enhance professional growth and maintain knowledge of current trends in data mining and fundraising
- Works collaboratively with colleagues within the organization to ensure that development webpages and social media posts remain relevant and informative so donors have easy, intuitive access to our giving platforms and overall goals are met
- Performs other duties as assigned

Qualifications:

- Bachelor's degree or four years' experience in database management, nonprofit development, event management, annual giving, campaign management, sales, or marketing
- Superior organizational, time management, and project management skills with the ability to handle simultaneous projects and deadlines
- Excellent listening, verbal and written communication skills
- Strong interpersonal skills
- Proficient with CRM systems
- Proficient in Microsoft Office and preferably Adobe Suite
- Able to learn and work independently while also working well with others
- Physical work including light to heavy lifting may be required

Compensation is commensurate with experience.

To Apply:

If interested, please send a cover letter, detailed resume, and 3 references to jobs@texasadvocacyproject.org. Please type "Donor Data & Operations Specialist" in the subject line.

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No telephone inquiries, please. Open until the position is filled. Please indicate how you heard about the opening.

Current Project employees may apply for any position openings in which they have an interest. Texas Advocacy Project is a smoke-free work environment.