

**CHICAGO HISTORY MUSEUM**  
**POSITION AVAILABLE**

**JOB TITLE:** Development Data Services Manager

**DEPARTMENT:** Institutional Advancement

**FLSA STATUS:** Exempt – Administrative

**JOB SUMMARY:**

The Data Services Manager will serve as primary administrator for the Development Department databases and provide support to the Institutional Advancement team, assisting with all aspects of annual fundraising activity. The Manager has primary responsibility for the smooth operation of the development office. Position includes direct supervision of gift and member processing, including fulfillment functions.

**JOB PURPOSE:**

The Data Services Manager will primarily maximize use of the Raiser's Edge database as a significant fund-raising and management tool and serve as project manager for the team to ensure well coordinated activities, all with the overall goals of smooth operation of the development office and enhanced administrative functionality and efficiency.

**ESSENTIAL FUNCTIONS:**

- Responsible for the day-to-day management, support, enhancement, training, and administration of the Raiser's Edge member/donor database and serve as the in-house expert for this system. Maximize use of this database to enhance administrative functionality and efficiency.
- Monitor and maintain system integration with Blackbaud Patron Edge and Financial Edge systems, working with IT staff as needed.
- Proactively review the accuracy of the information entered into the Raiser's Edge database to ensure the integrity and completeness of member and donor-related information.
- Supervise the timely processing of donor acknowledgement letters and membership fulfillment.
- Supervise, train, and develop direct reports.
- Provide prospect and donor research data, including individuals, corporations, and foundations.
- Construct detailed queries, mail merge documents, and data retrievals for direct mail programs, reporting, and analysis. Create ad-hoc queries and reports to support a variety of organizational needs.
- Create complex documents, reports, correspondence, and other research materials for senior management and development committee, to support fundraising efforts.
- Reconcile financial data with the accounting office on a monthly basis.
- Performs routine analysis of fundraising and membership results that can be used for planning, revenue projections, and setting acquisition campaign goals.
- Maintain documentation of Raiser's Edge policies, procedures, and processes to make sure staff uses Raiser's Edge consistently and correctly.
- Serve as project manager for the team to ensure deadlines are met, appropriate records are maintained and departmental activities are well coordinated.
- Manage departmental calendar of activities and deadlines.
- Manage and track departmental budget and associated activity.

- Lift, carry, pull, or otherwise move boxes or objects weighing up to 25 pounds.
- Create a team spirit and enhance communication within the Institutional Advancement Department so that staff members will work collaboratively and in a supportive manner across departmental and functional area boundaries.

#### **OTHER DUTIES**

- Participate in annual planning and budget development with Institutional Advancement team
- Supervise department Volunteers and Interns
- Serves on CHM staff committees as needed
- Other duties as assigned

#### **QUALIFICATIONS:**

- Bachelor's degree in Business or related field required
- Requires advanced skills in Blackbaud Raiser's Edge, and Microsoft Word, Excel, and Outlook. Experience with Financial Edge / Patron Edge / Raisers Edge integration a plus.
- Must be able to write own ad-hoc reports in Raiser's Edge
- Minimum of 3 + years experience in non-profit organization fundraising department required; preferably in the Chicago area
- Minimum 2 years experience with staff supervision required
- Excellent attention to detail required
- Skilled written and oral communicator; able to communicate in a professional manner with individuals at all levels of the institution and with donors.
- Ability to prioritize and manage multiple projects simultaneously, with a strong sense of meeting deadlines and follow-up on requests
- Ability to function at a high level while under deadline pressures
- Commitment to excellent customer service and experience using tact, diplomacy, and teamwork to resolve issues
- Proven ability to problem solve creatively and effectively
- Knowledge of non-profit fundraising and membership management, strategies, operations and procedures desired
- Ability to lift, carry, pull, or otherwise move boxes or objects weighing up to 25 pounds
- Commitment to the mission, values, and programs of the Chicago History Museum

**SALARY and BENEFITS:** Salary is competitive. Excellent benefit package

Please submit cover letter, resume with salary history, and the names and phone numbers of 3 work references **in 1 document** to: <https://home.eease.adp.com/recruit/?id=3319591>

Materials not considered without salary history Background check required

Equal Opportunity Employer

M/F/D/V