WE ARE HIRING:
Development Data/Analytics Officer– Lexington, KY
Full Time Position

Purpose:
The Development Data/Analytics Officer will provide principal oversight and management of the Constituent Relationship Management (CRM) database system, Raiser’s Edge NXT, for God’s Pantry Food Bank. This position oversees all donor data entry and gift acknowledgements; provides donor reports and mailing lists to Development Team members; works with finance department to generate pledge invoices and ensure balance between Development database and financials; and develops and implements donor data entry processes and procedures. A additional key focus of this position is to oversee the cycles of a donor’s engagement with the Food Bank – from discovery, to cultivation, to stewardship, ensuring that the Development Team stays on track with its work with individuals, foundations, and corporations.

Essential Duties/Functions:
Constituent Relationship (CRM) Database System

- Maintains all operations and functions for the Raiser’s Edge NXT database system of the Food Bank
- Oversees the recording of all donations and constituent data to ensure accurate and effective development operations
- Manages all gift processing procedures, including ongoing and annual fundraising revenue reconciliation with the Food Bank’s Finance Office
- Manages all development database functions and procedures related to donor records, data definitions and protocols, data security measures, constituent contact data pulls and address lists, and other development functions
- Primary responsibility for web-based data entry
- Provides properly formatted constituent data to appropriate Food Bank staff members and external vendors to support development/fundraising efforts, online giving activities, and other constituent communications and activities
- Designs and executes all fundraising reporting which includes ongoing and annual comparative reports on giving results, monthly and annual fundraising performance
reports, quarterly and annual Network Activity Reports for Feeding America, and other reports

- Prepares and executes annual tax receipts, pledge reminders, pledge reconciliation, development information for financial audits, and other fundraising-related data support for and with staff of the Food Bank’s Finance Office
- Acts as the primary liaison for Raiser’s Edge NXT consultants and vendors, as required

Development

- Manages the financial execution of all monthly giving programs and online giving vehicles
- Acts as the primary Development front office representative (phone and email)
- Provides positive customer service in answering all requests from donors/prospects to GPFB
- Works closely with Development Director and Development Officers as they manage their donor portfolios, providing data-driven support to maximize fundraising impact
- Manages lapsed donor call campaign with outside vendor- to identify lapsed donors and/or potential monthly donors to be called for annual solicitation campaign
- Works closely with members of Development Team on other special fundraising projects such as GoodGiving Challenge, Kentucky Gives Day, Hunger Action Month activities, etc.

Donor Data Analytics

- Uses CRM data analysis, web analytics methods, and data mining techniques, and other research/analysis tools and means to help determine and assess donor giving motivations, behaviors, and trends to help advance development and institutional goals for growth
- Analyzes and assesses donor giving behaviors to assist in setting annual philanthropic revenue goals from all private giving sources
- Designs, produces, and presents timely and pertinent reports on development data analytics to Development team members, senior staff, and other Food Bank colleagues as appropriate and upon request

Essential Skills:

- A minimum of three years of experience in database management required, Blackbaud products a plus.
- Direct experience with Microsoft Office, with special attention to Microsoft Excel.
- Commitment to providing outstanding customer service.
- Nonprofit or fundraising experience a plus.
- Good communication skills. Attention to detail is critical.
- Ability to participate as a team player to coordinate projects.
- Ability to meet deadlines and multi-task.
• Commitment to work well in a team atmosphere and be dedicated to the mission of God’s Pantry Food Bank, and share a concern for the issues of hunger and poverty and their solutions.

**Education/Experience Required:**
Bachelor’s Degree or experience to commensurate

**Physical Requirements:**
Light to moderate lifting
See Addendum

**Miscellaneous Requirements:**
• Valid driver’s license, access to vehicle and good driving record.
• Must be able to pass a drug screening, background check, and credit check.
• Must be available to work some evenings and weekends.

Email is the preferred method of submission. Send resume and cover letter to:
kagriffin@godspantry.org

**Mailing Address:**
Karen Griffin, Development Director
God’s Pantry Food Bank, Inc.
1685 Jaggie Fox Way
Lexington, KY 40511

**Application Deadline is August 21, 2020.**

**God’s Pantry Food Bank is an Equal Opportunity Employer.**

**Our Mission:**
The mission of God’s Pantry Food Bank is to reduce hunger in Kentucky through community cooperation, making the best possible use of all available resources. GPFB collects and distributes donated food to agencies across Central and Eastern Kentucky.