

## Anchorage Museum Association

Title: Membership & Development Database Manager

Reports to: Chief Development Officer

Status: Non-Exempt

EEO Class: Admin Support

Approved by: Museum Director/CEO

The Anchorage Museum is for people, place, planet, and potential, in service of a sustainable and equitable North, and with creativity and imagination for what is possible. We strive to be a place of ideas and transformation, narratives and perspectives, resilient and relevant communities, and responsive to a rapidly changing world toward a better future for all. We welcome diversity and inclusion and recognize all are enriched through diverse voices, viewpoints, and skillsets. The Anchorage Museum is committed to creating an anti-racist, fully inclusive organization and is an equal-opportunity employer.

### **Summary Position Statement:**

Under general supervision of the Chief Development Officer, this position is responsible for managing database processes associated with member and donor gifts and records. This position ensures strong relationships with members and donors through accurate record keeping, membership gift and donation processing, and through delivery of acknowledgments and benefits. The incumbent also produces membership and donation reports and queries, provides database training, supports development and membership activities by providing needed information, and works with other departments to ensure records are correct.

### **Essential Functions:**

- Provide oversight and accurate maintenance of member/donor database software
- Process and track member and donor gift transactions in database
- Ensure accurate record-keeping through regular review of transaction and duplicate reports, daily sales reports, credit card transaction reports, correct/merge records where necessary
- Process and deliver membership cards (printed and digital) and written/email acknowledgments
- Provide monthly statistical contribution and membership reports to Chief Development Officer and AMA Board of Trustees
- Analyze reports, identify trends, and use information to inform strategy
- Work closely with the Accounting department to ensure accurate gift records and database entries reconcile with the general ledger
- Identify and implement methods for continual improvement in database, gift entry and acknowledgment processes

### **Non-Essential Functions:**

- Provide database training, service and support for development team and other departments as needed

- Work with Altru corporate contacts and other partner companies (such as Cuseum)
- Understand and be familiar with general membership and donation gift processes and assist/provide back up as needed
- Participate in planning processes and other activities of the Development Department as needed, including special events
- Work with development staff to sort and export database listings for membership and donor mailings such as solicitations and the member newsletter
- Performs other duties as assigned

**Knowledge/Skills/Abilities:**

Knowledge:

- Demonstrated knowledge of database entry, queries and reports, and analyzing data and identifying trends

Skills:

- Well-developed organizational and time management skills
- Demonstrated customer service and organizational skills
- Detail oriented

Abilities:

- Demonstrated ability to think critically and apply strategies to work goals
- Demonstrated ability using effective interpersonal skills, listening, diplomacy and tact to build strong relationships with donors, volunteers, and all levels of staff and the community
- Ability to build constructive and effective relationships with development team
- Ability to establish priorities and meet deadlines
- Proven ability to handle difficult/stressful situations and simultaneous priorities with skill and diplomacy
- Must be able to work in a fast-paced environment with demonstrated ability to juggle multiple competing tasks and demands
- Proven ability to utilize appropriate software to manage and track multiple prospects and donors

Qualifications:

- High School diploma or equivalent
- Two years' experience in nonprofit database management, preferred
- Two years' experience with membership, development, Museum or nonprofit organizations, preferred
- Self-motivated and directed as well as effective team member

**Employee Expectations:**

As an AMA employee, the incumbent is expected to model the following traits:

- Foster and maintain open communication and collaboration and actively engage in the exchange of ideas and maintaining constructive relationships
- Initiative and creativity in all aspects of the position
- Lead by example by maintaining a high standard of professional ethics and conduct
- Treat everyone with dignity and respect
- Support and uphold the policies, procedures of the AMA

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required.

**Physical Demands:**

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

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle or feel; reach with hands and arms; talk or hear. The employee is regularly required to stand; walk; and occasionally required to stoop, kneel, crouch or crawl. The employee must occasionally lift and/or move up to 30 pounds. Specific vision abilities required by this job include color and close vision, and ability to adjust focus. Incumbent may be required to work extended periods of time at a video display terminal (VDT).

**Work Environment:**

The work environment characteristics described here are typical of an office environment and 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.

The noise level in the work environment is usually moderate. The employee may be exposed to inclement weather conditions while traveling from their work area to the Museum during their workday.