Helen Keller Intl
JOB ANNOUNCEMENT

Fundraising Systems Administrator
*(Flexible work location, with a preference for the NY metro area)*

Co-founded in 1915 by Helen Keller, Helen Keller Intl is dedicated to saving the sight and lives of the world’s vulnerable. We combat the causes and consequences of preventable blindness, malnutrition and neglected tropical diseases with more than 120 programs in 20 African and Asian countries, as well as in the United States. Renowned for its reliability, efficiency and high level of technical expertise, Helen Keller Intl promotes the development of large-scale, sustainable solutions to some of the most pressing issues in public health. We deliver scientific rigor and effectively leverage donor dollars with our hallmark characteristics of grit, compassion and integrity. If you share these characteristics, we invite you to apply to open positions at Helen Keller Intl.

**Functional Relationships**
This position reports to the Director of Fundraising Systems and Analytics and works closely with all members of the Development Operations Team and External Relations units. External relationships include coordinating, project managing, and monitoring the performance of multiple vendors, serving as the primary day-to-day contact for Blackbaud.

The External Relations department is structured in such a way that the work of each unit supports and reinforces the work of every other unit. Regular communication and a spirit of teamwork among colleagues, both hierarchically and laterally are essential to make this structure thrive.

**Scope of the Position**
The Systems Administrator will be responsible for executing routine updates and improvements for both our donor database of record, Raiser’s Edge NXT, and our online fundraising and marketing tool Luminate Online, optimizing their integration, cleaning up and unifying database structure, and creating standard practices for the department fundraisers to best use our systems and tools to support their goals. The position will play a critical role in identifying areas of improvement and managing short and long-term projects to clarify data and field structure, optimize processes, and create key reports and dashboards to measure KPIs. The Systems Administrator will also create queries and will be the primary person responsible for running queries and creating lists in support of fundraising and communications efforts.

**Essential Duties and Responsibilities**
- Oversee technical aspects of gift processing and ensure all gifts are entered according to established policies and procedures, make recommendations for process improvements;
• Collaborate with fundraising and communications team members, as well as vendors, to identify and document needs and objectives, current operational procedures, problems, input and output requirements, data scope, usage, formatting, and security requirements in order to develop new or modify existing reports and processes;
• Run existing and develop new queries, reports, and dashboards to support analysis of multiple fundraising and communications initiatives. Create mailing and email lists, including segments and suppressions for external outreach. Oversee accuracy of reports generated by others;
• Create and update protocols for all processes under your purview;
• Develop and improve systems and coding structure to better manage and track gifts, donor segments, and all stages of fundraising activity, and standardize information capture to enhance analysis;
• Establish and implement protocols and procedures related to data management to be followed by the entire department, including introducing standard procedures that will allow for a more self-sufficient fundraising team where appropriate;
• Review and improve the integration of daily gift and constituent records from Luminate Online to Blackbaud Raiser's Edge NXT; troubleshoot issues as they arise;
• Establish process for mass-importing of records from 3rd party gift platforms (such as Network for Good, Benevity, Facebook, Eventbrite, PayPal, etc.); prepare files to import gift, constituent, and ticket/event attendance details; train Assistant to perform these tasks;
• Create and execute queries and exports for mailing and email list management, including reviewing standard list pulls as well as developing more complex, segmented mailings;
• Complete regularly scheduled mass file updates for NCOA data updates, wealth screenings, and other data file append;
• Run routine quality control queries to ensure clean and accurate data on records; update and develop new regularly scheduled data hygiene processes. Manage frequent information transfers (imports / exports) for in-house teams in addition to multiple vendors and platforms to support reporting, analytics, donor segmentation and cultivation efforts;
• Act as a database power-user, proposing improvements to processes and making recommendations to take advantage of database features;
• Create new users and manage security;
• Manage several key vendor relationships, including Blackbaud and our data vendors;
• Provide onboarding and continued training to fundraising department staff to solidify database proficiency; advise and guide on best practices for fundraising systems, processes, and data capture for all fundraising disciplines;
• Participate in meetings with colleagues to contribute knowledge of fundraising systems, donor trends, and best practices; strategize and inform ways to optimize queries and reports, streamline processes in the database for more efficient usage, etc.;
• Interact with team members using departmental task and project management software (currently Asana and Basecamp);
• Provide back-up to other critical functions on the Development Operations team.
• Special projects as needed and assigned;

Required Competencies
• Highly proficient in Raiser’s Edge (NXT a bonus, certified also a plus). Candidate must be well-versed in using the tools, function, and plugins for Raiser’s Edge, RENXT, and Luminate Online (ImportOmatic, Importactular, Crystal Reports a bonus). Have
familiarity with Luminate Online. Experience with data manipulation and an eagerness to learn new platforms also a plus; Advanced MS Excel skills are required;
- Knowledge of fundraising databases, workflows, documentation, data integrity, quality control, financial controls, etc.;
- Familiarity and experience working with direct mail, monthly and workplace giving, online donations, and other fundraising techniques;
- Analytics and modeling experience helpful;
- Excellent oral and written communications and interpersonal skills; possess the ability to communicate and liaise effectively with colleagues and vendors and works well within a team environment; ability to translate technical information to non-technical users;
- Accuracy and attention to detail a must; sensitivity when working with highly confidential information and ability to maintain complete discretion at all times;
- Proven ability to plan and manage a variety of projects and high work volume: must work well under pressure, prioritize, show flexibility, and solve problems creatively;
- Demonstrated aptitude for analyzing and interpreting data and systems: ability to identify areas to increase efficiency a plus;
- Experience managing complex vendor relationships and maximizing productivity of outside vendors;
- Enthusiasm about being a part of the Helen Keller International mission and continuing her work.

Qualifications
- **Education and Experience:** Master’s degree plus 6-8 years of gift processing and database administration experience, including constituent management, donor and gift query and report development, or equivalent combination of education and experience, preferably in a fundraising, development operations, advancement services or related field, particularly in a non-profit environment;
- **Travel:** Ability to undertake limited, mostly domestic travel for occasional meetings, conferences and visits to programs.
- **Languages:** English is our primary language. Some French would be desirable.

**To Apply**
Qualified candidates should submit a cover letter and resume to HKI.Recruitment@hki.org noting the job title in the subject line. Applications will be accepted until the position is filled.

_Helen Keller is dedicated to building an inclusive workforce where diversity is fully valued._

_Helen Keller is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, age, sexual orientation, gender identity, genetic information, disability, or protected veteran status._

_We are committed to providing reasonable accommodation to individuals with disabilities. If you are a qualified individual with a disability and need to request an accommodation during the application or interview process, please contact us at the email above or:_

_Tel: 646-356-1789; Fax: (212) 532-6014_