

**CHILDREN'S HEALTHCARE OF ATLANTA  
JOB DESCRIPTION**

**JOB TITLE:** Donor Database Administrator  
**JOB CODE:** 3487  
**JOB LEVEL:** Individual Contributor

**FLSA STATUS:** Non-Exempt  
**EFFECTIVE DATE:** August 2014  
**PROFESSIONAL FAMILY:** Finance

**I. SUMMARY**

To create and maintain constituent and participant records within the donor database in an accurate, consistent, productive and service-oriented manner. To proactively support the efforts of the Gifts Processing and Foundation Development departments that ensures donors/prospects non-transactional information is handled appropriately to positively impact their philanthropic intentions of supporting the patient care and services provided by Children's Healthcare of Atlanta.

**II. MINIMUM QUALIFICATIONS - EDUCATION/EXPERIENCE REQUIREMENTS**

- High School graduate or equivalent required; Bachelor's degree preferred.
- At least 2-3 years of experience required in fundraising and/or database management in the non-profit industry (healthcare fundraising preferred)..
- At least 2 years experience required with Blackbaud Raiser's Edge and NetCommunity or CRM system equivalent.
- Demonstrated skill at typing 50 error free words per minute.
- Ability to work accurately under pressure in a high volume processing environment and meet deadlines.
- Demonstrated verbal and written communication skills, demonstrated organizational skills, and demonstrated customer service and interpersonal skills.
- Personal computer skills including Microsoft Word, Powerpoint, Excel, and other Windows-based and/or hospital-related database systems and applications.
- Aptitude for detailed work and strong analytical/problem solving skills required. Reliable, adaptable and self-driven with clear focus.
- Ability to maintain confidentiality of sensitive information.

**III. FUNCTIONAL COMPETENCIES/ JOB DUTIES**

1. Create and maintain constituent and participant (Event) data using Raiser's Edge, NetCommunity, Sphere Connector and customized plug-ins.
2. Be the subject matter expert on assigned area(s) of coding and functionality within the database by being a part of code enhancement discussions, maintaining policies/procedures and leading team trainings.
3. Build simple queries, exports, and reports within Raiser's Edge to assist with quality control efforts.
4. Prepare import files for global coding projects.
5. Manage plug-in configuration files.

**IV. CHILDREN'S COMPETENCIES**

1. Demonstrates competence as described in the Children's Leadership Essentials.
2. Practices proper safety techniques in accordance with hospital and departmental policies and procedures. Immediately reports any mechanical or electrical equipment malfunctions, employee/patient/visitor injuries or accidents, or other safety issues to supervisor or Compliance Office.

3. Provides excellent service routinely in interactions with all customers, i.e. coworkers, patients, visitors, physicians, volunteers, etc.
4. Performs other duties and responsibilities as required.
5. Demonstrates adherence to the Children's Compliance Program as described in the Standards of Conduct; attends appropriate compliance training; demonstrates an understanding of the Compliance reporting process and Non-Retaliation Policy.
6. Consistently demonstrates Children's customer service behaviors (Smile, Greet, own and Thank) to ensure a seamless, consistent and special experience for internal and external customers.

## V. PHYSICAL DEMANDS

<b><u>Hearing/Speaking:</u></b>	Effective communication with patients, staff and visitors.
<b><u>Standing:</u></b>	5% of the workday.
<b><u>Sitting:</u></b>	65% of the workday.
<b><u>Walking:</u></b>	10% of the workday
<b><u>Climbing:</u></b>	0% of the workday.
<b><u>Pushing/Pulling:</u></b>	0% of the workday.
<b><u>Bending/Stooping:</u></b>	5% of the workday.
<b><u>Lifting:</u></b>	5% of the workday. Up to 20 lbs independently and up to 30 lbs with assistance.

## VI. WORKING CONDITIONS

Some potential for exposure to blood and body fluids.

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The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not intended to be an exhaustive list of all job duties performed by the personnel so classified.