



**Big Brothers Big Sisters**  
of Metropolitan Chicago

**Donor Relations and Database  
Administrator**

**FLSA Classification: Exempt**

**Reporting Relationship: Manager of Individual Giving, Major Gifts**

### **ABOUT BBBSMC:**

Big Brothers Big Sisters of Metro Chicago (BBBSMC) is a mission driven organization that provides high quality 1:1 mentoring services to 1,900 of Metro Chicago's most at-risk children across four counties: Cook, DuPage and Lake Counties in Illinois and Indiana. We make meaningful, monitored matches between adult volunteers ("Bigs") and children ("Littles") between the ages of 7 and 14 and our programs are proven to keep kids in school, out of trouble and on the path to post-graduate success. As a non-profit organization, private contributions from corporate partners, foundations and individuals provide 90% of the revenue upon which BBBSMC builds programming. Learn more at [www.BBBSCHGO.org](http://www.BBBSCHGO.org).

### **Position Summary:**

As a key member of Big Brothers Big Sisters of Metropolitan Chicago's (BBBSMC) Fund Development Team, the Donor Relations and Database Administrator will manage all duties related to donor records stored within the Blackbaud Raiser's Edge and Classy databases, as well as partner with the Fund Development Team (Individual Giving, Foundations, Corporations, Special Events) to ensure that relevant information is not only captured, but also assist in building and managing an overall stewardship plan.

### **Supervisory Responsibilities:**

This position has no supervisory responsibilities

### **Responsibilities:**

- Under the direction of the Manager of Individual Giving, provide support to the organization - specifically the CEO and Fund Development Team (FD), including special events and marketing - through the management of the donor database ensuring accuracy and consistency between donor and accounting systems, as it

relates to individual gifts, corporate and foundation gifts and grants, event sponsorships, and donor stewardship.

- Provide donor data and lists to help FD determine strategic direction to ensure strong financial outcomes and fundraising growth.
- Proficiently organize, produce and extract (and import) queries and/or reports in order to export numerous lists of donor data.
- Work with Special Events to be sure all possible information is captured from event sponsors, donors and attendees to ensure proper stewardship.
- Work with Finance to ensure that all donor related electronic bank transfers are captured in donor database and appropriately acknowledged.
- Produce gift acknowledgement letters within 24-48 hours of receipt.
- Manage the receipt, distribution and acknowledgement of In-Kind donations including tickets to sporting, entertainment and other events in coordination with Match Support and Program Teams, including sharing photos and Match Thank You's with donors.
- Pursue, confirm and track corporate Matching Gifts – work with individual donors and ensure appropriate follow-up and acknowledgement.
- Manage the Dollars for Doers gift program – work with Match Support, Program Coordinators and volunteers ensuring appropriate follow-up and acknowledgement
- Manage and track all corporate Employee Giving and appropriate acknowledgement
- Track solicitations and relationships of the Executive Board and the Leadership Board in order to credit their individual Give/Get requirements.
- Support the CEO in developing meeting timelines, prepare meeting notifications, agendas, meeting minutes and other related correspondence to ensure that all Executive Board
- meeting materials are current, successfully managed and that Board members receive all meeting materials in a timely fashion.
- Work with the Fund Development Team to conduct donor prospect research as needed
- Other duties as assigned.

### **Desired Skills and Qualifications**

- An articulated belief in the mission of Big Brothers Big Sisters
- Excels at working in a fast-paced environment, meeting concurrent deadlines and effectively managing time and priorities
- Must be proactive and self-motivated, organized, and demonstrate strong attention to detail with an ability to think critically and problem solve
- Ability to multi-task with a high degree of focus on quality control and confidential information

- Ability to collaborate and work well in a team setting with people at all levels
- Strong sense of initiative and the ability to complete projects with minimal supervision
- High level of customer service and responsiveness, with excellent oral and written communication skills

### **Requirements:**

- BA or BS degree preferred
- Minimum of 2+ years of donor database administration experience in a non-profit setting
- Working experience and knowledge of Blackbaud products (ie Raiser's Edge) and Salesforce preferred
- Proficiency with the following technology/programs preferred:
  - Development Software/Databases (Blackbaud, Classy, MailChimp)
  - Microsoft Office (including Outlook, Excel, Word and PowerPoint)
  - Google Suite (Sheets, Docs)
- Ability and willingness to work some evening and weekend hours
- Valid IL driver's license required
- Must be able to lift 40 lbs.

### **Work Environment:**

This position operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines. Position periodically requires participation before and after normal business hours (9 AM – 5 PM) from time to time for board/committee meetings, social hours, events, etc.

If interested in applying, please forward your resume, cover letter and salary requirements to:

[humanresources@bbbschgo.org](mailto:humanresources@bbbschgo.org)

Big Brothers Big Sisters of Metropolitan Chicago

Attn: Human Resources

560 W. Lake St., 5th Floor

Chicago, IL 60661

**BBBSMC is an Equal Employment Opportunity Employer**