

Maui Food Bank
Donor Relations and Database Manager
Non-remote Position / Full-time
Must be Maui Resident

The Role:

The Donor Relations and Database Manager is responsible for equipping leadership and the fundraising team with the data and insights they need to achieve their strategic goals. Day-to-day, the Manager oversees gift processing, data entry, gift acknowledgment, and financial reconciliation—providing each donor with an exceptional experience through timely, accurate gift entry and recognition. Working collaboratively with other members of the Maui Food Bank team, the Manager monitors, assigns, and helps answer donor inquiries. The Manager leads database management and reporting. The Manager continually learns about Maui Food Bank’s systems and software and helps build efficient documented processes.

Responsibilities:

- Ensure data accuracy in the CRM/database by monitoring, cleaning, and managing duplicate records.
- Process gifts by entering relevant data into the donor database.
- Maintain all gift points of entry (checks to the office, online giving, PayPal, etc.)
- Accept monetary donations over the phone and in person.
- Collaborate with the fundraising team to ensure accurate input of donor information.
- Assist with coordinating and tracking the overall gift-processing workflow.
- Operationalize, streamline, and automate routine reporting and analytics, leveraging team time and talents to highest and best use.
- Prioritize and accommodate competing requests for data and reports utilizing project management software, in consultation with requestors and team.
- Oversee the creation and enhancement of reports and data analysis, proactively and in response to the requests of the various internal teams, with focus on fiscal year goals and project tracking.
- Oversee the accurate and timely completion of all Maui Food Bank reports.
- Oversee preparation and coordination of mail and email lists for the fundraising team.
- Generate and send donor tax receipts and acknowledgment letters.
- Build rapport with and promptly respond to donor correspondence, developing an understanding of what motivates them to support Maui Food Bank.
- Conduct donor research to aid the fundraising team as needed.

The ideal candidate will possess the following professional qualifications:

- 4+ years of relevant work experience, with database experience preferred.
- Demonstrated commitment to the mission.
- Excellent verbal and communication skills.
- Extreme attention to detail.
- Ability to communicate information concisely and effectively.
- Attention to detail and ability to independently organize and prioritize work.
- Ability to receive and integrate feedback.
- Ability to collaborate effectively across departments.

- Curiosity and interest in learning more about fundraising, operations, databases, and systems.

Benefits:

- Paid Holidays & generous PTO program
- 403B Retirement plan
- Paid Medical, dental, and drug coverage
- Family plans are available