



## Lake Junaluska

### Lake Junaluska Assembly, Inc. Job Description

Job Title: Database Coordinator  
Department: Development  
Supervisor: Director of Advancement  
FSLA Status:  
Supervises: None  
Position Status: Regular/Full Time

#### **LJA Mission Statement:**

The mission of Lake Junaluska is to be a place of Christian hospitality where lives are transformed through renewal of soul, mind and body.

We are a 1,200 acre community and conference center located in the Great Smoky Mountains area of Western North Carolina near Asheville. We have a historic partnership with The United Methodist Church and held our first conference in 1913. Today, Lake Junaluska is home to over 700 property owners and offers hospitality facilities for events up to 2000 people. We welcome corporate and nonprofit groups, families, weddings, reunions, leisure guests and church groups of all denominations, to include conferences, group retreats, and family events.

Lake Junaluska is a 501c3 Not for Profit organization. Charitable giving plays a significant role in enabling us to accomplish our mission. The Database Coordinator is an important part of this process and will join a team of four charitable giving professionals that manage all philanthropic efforts of Lake Junaluska.

#### **Essential Functions**

##### General Functions

- Must possess excellent hospitality skills and a strong desire to foster an attitude of Christian hospitality to “exceed guest expectations”.
- Responsible for recording and maintaining accurate constituent and donation information in our donor database Raiser’s Edge.
- Performs a variety of complex duties related to tracking information in donor database system Raiser’s Edge.
- Serves as primary support for database users in all fundraising efforts.
  - Regularly providing data distribution and/or mailing reports
  - Regularly performing audit inspections to ensure the integrity of the data

- Responsible for creating and maintaining Standard Operating Procedures (SOP) on the usage of database processes, and Raiser's Edge operating functions.
- Communicate any necessary donor follow up with the Major Gift and Annual Fund staff.
- Regularly prepare standard and custom reports designed to facilitate analysis and assist with decision making.
  - Design and maintain custom queries, exports and reports to assist with mailing solicitations and donor stewardship campaigns
  - Update weekly reports of current giving information with prior year comparisons
- Responsible for accurate preparation of donor year-end tax letters.
- Maintain original signed applications for the Columbarium, and cataloging and uploading digital images to the LJA network servers.
- Assist marketing with data development from lodging, property rental, public works, group sales and public works databases for marketing and development mailings.

### Gift Entry and Acknowledgment

- Responsible for generating, editing, and processing gift acknowledgements, tributes, or pledge reminder letters and/or data files.
- Track charitable giving to include matching gift programs.
  - Complete matching gift forms
  - Verify online gifts
  - Enter matching gift pledges into the donor database Raiser's Edge
  - Return forms to company
- Record all gift in kind entries with accurate coding and ensure donors are properly acknowledged.
- Responsible for gift reconciliation of vendor, partner, sponsor and merchant accounts.
  - Ensure donors receive proper acknowledgement
  - Research discrepancies
  - Communicate any donor follow up to our major gift and annual fund staff.
- Responsible for entering accurate adjustment information into Raiser's Edge for the following.
  - Refunded gifts
  - Gifts returned from bank as unpaid
  - Gifts which require coding changes
- Responsible for processing daily and monthly credit card transactions to include declined card transaction processes.
- Responsible for letter template updates in the donor database Raiser's Edge.

### Database Audit and Evaluation

- Responsible for routinely auditing the database and researching.
  - Missing or additional donor information for clarification
  - Identifying and merging duplicate records in Raisers Edge and related LJA systems
  - Enter and link tribute information
  - Partner with accounting staff to ensure accurate tracking of funds in Financial Edge
- Comply with all safety policies, practices and procedures and report any unsafe activities or conditions immediately to supervisor or the Human Resources department.
- Perform other duties and responsibilities as assigned and required.

### Database Research and Professional Development

- Research and enter targeted property owners and lodging guest information into Donor Database Raiser's Edge.
- Research major gift prospects.
- Proactively develop personal database/software knowledge and skills through regular training, independent study and application of learning.
- Establish and continually revise documentation for all procedures related to this job.
- Consult with Director of Advancement if decisions require major changes in specified procedures.
- Participate on the Lake Junaluska Leadership Team. This is a group of managers and professional staff that meet monthly to discuss organizational objectives and goals.

### Additional Functions May Include

- Assist the Development team with constituent entry or updates related to major gift prospects.
- Assist with entry of soft credits, fundraising page updates, and matching gift updates in our on-line donation system.

### **Knowledge, Skills and Abilities**

- Bachelor's degree in related field, or a combination of education and experience equivalent to a Bachelor's degree and/or a minimum of 1 year relevant experience working in a business/fundraising office.
- Advanced computer skills required, and advanced database skills preferred.
- Ability to use rigorous logic and methods to solve difficult database query problems with effective solutions.
- Ability to balance multiple priorities and meet time sensitive deadlines.
- Must have demonstrated excellent written and oral communication skills, client relation skills, and a commitment to providing responsive and conscientious customer service.
- Must be detail oriented with knowledge of a wide variety of software systems, word processing and spreadsheet applications, databases, to include; Raiser's Edge, Financial Edge and Microsoft Suite.
- Must remain discrete and maintain confidentiality with respect to personal donor records and/or information.
- Must be flexible and able to adapt to changing needs, multiple task demands, and work structures meeting time sensitive deadlines.
- Ability to solve problems and handle a variety of customer and employee questions with effective solutions.
- Must be willing to work a flexible schedule.

### **Performance/Success Factors**

- Be punctual to work and other related functions.
- Perform well in a team environment.
- Complete work in a timely, accurate, and thorough manner.
- Ability to prioritize daily tasks and events.

- Perform routine duties with minimal supervision.
- Provide leadership to others through example and sharing of knowledge/skill.
- Strives for excellence in all tasks and duties and foster an attitude of “exceeding guest expectations”.
- Able to work independently but operate within LJA policy guidelines using independent judgment.

### **Working conditions**

- Light to moderate physical activity performing non-strenuous administrative type work.
- Well-lighted, heated and/or air-conditioned indoor office setting with adequate ventilation with quiet to moderate noise.
- Physical demands: able to lift up to 25 pounds, manual dexterity sufficient to reach/handle items.
- Works with the fingers and perceives attributes of objects and materials.
- Climb, balance, stoop, kneel; frequently moves about, able to stand, walk, and sit for extended periods.
- At times, be outdoors in all weather conditions.
- Vision: must be able to see close, have good vision to perform daily duties.
- Hours: 8:00 a.m. to 5:00 p.m. Monday through Friday, nights, weekend, holiday, OT, as required.

Equal Opportunity Employer