



## Position Profile

Job title: Database Specialist  
Reports to: Senior Director of Philanthropy

## Position Overview

Do you have a passion for libraries and their ever-evolving role in the community? Do you enjoy learning about new programs and services and introducing them to donors or prospects for support? Do you like diving into data to measure the effectiveness of your work or crafting communications that speak to a diverse donor base? The Database Specialist is a great opportunity for anyone who enjoys having their hands in every aspect of fundraising – from drafting direct mail appeals to enhancing a donor database. You will work with a tight-knit team of experienced fundraising professionals to raise funds to support Denver’s most visited cultural institution, Denver Public Library.

*This is a part-time role (20-25 hours/week).*

## Organization Overview

The Denver Public Library Friends Foundation (“Foundation”) is the supporting foundation for Denver Public Library (“Library”). The Library’s vision is *a strong community where everyone thrives*, and its mission is to *create welcoming spaces where all are free to explore and connect*. The Library has a budget of  $\approx$  \$55 million, 27 branches, and employs over 500 staff. The Library is Denver’s most visited cultural attraction, hosting millions of in-person visits every year. It also provides a wealth of virtual/remote programs, services, and resources to help customers grow personally and professionally.

Founded in 1940, the Foundation *enriches our community by building support and raising money for the Library’s programs and services*. The Foundation has  $\approx$  \$10 million in assets, a \$2 million annual expense budget, ten staff, and utilizes numerous volunteers. Key foundation activities include: direct fundraising from individuals, corporations, and foundations; membership; book sales; events; endowment management; and advocacy. The Foundation is a registered 501(c)3 organization governed by an independent, 20-member Board of Trustees.

The DPL Friends Foundation is committed to equity, diversity, and inclusion (EDI) and supports the library’s EDI work. The Foundation does not discriminate based on age, sex, gender, gender identification, race, ethnicity, national origin, veteran status, marital status, parental status, or religion. ALL qualified candidates are encouraged to apply.

This role is an important contributor to the overall success of the Foundation and has involvement with all aspects of the Foundation’s business.

## Duties and Responsibilities

The Database Specialist has three primary responsibilities. They are:

- the use, maintenance, and enhancement of the Raiser's Edge/NXT donor database;
- serving as an individual contributor, team member, and team leader (depending on the project or situation) to help the Foundation achieve short-, medium-, and long-term goals.

Duties and responsibilities related to the Donor Database are:

- Developing and carrying out an annual plan for the database so that overall data goals are met or exceeded on an annual basis.
- Overseeing the daily operation of the fundraising database (currently Raiser's Edge/NXT), ensuring accuracy and integrity of gift/financial data, constituent biographical data, and reporting capabilities.
- Ensuring the database is properly installed and working for users, and troubleshooting as necessary.
- Processing and entering all gifts into the database according to data protocols and standards.
- Managing and ensuring the donor acknowledgment process.
- Writing and running both standard and custom queries for all of the business units of the Foundation including events, used book sales, development, membership, and advocacy.
- In collaboration with appropriate leadership, developing and implementing policies and procedures for database use, tracking, and reporting.
- Making recommendations for future database upgrades/conversions as needed, staying on top of database trends and best practices.
- Maintaining the pledge reminder schedule and processing routine reports and mailings related to pledges.
- Assisting with financial reporting and reconciliation in cooperation with the Finance Director, and providing assistance with the annual audit.
- Creating and maintaining the database standard operating procedures manual.
- Providing initial and ongoing database training and informational updates for database users.

Duties and responsibilities related to helping the Foundation achieve short-, medium-, and longer-term goals are:

- Developing and managing the non-member direct mail donor renewal and donor acquisition activities. This includes everything from selecting who should receive the mailing to developing the message to working with the mail house to fulfill the mailings.
- Assisting in prospect research.
- Creating metrics, reporting on progress, and adjusting plans to achieve results.
- Serving as a backup for front-line office support, providing excellent customer service and a welcoming environment for donors and staff. Note: This duty is shared with other staff.
- Providing support to the used book operation when required.
- Staying current with the Library's programs and services, and the Foundation's practices, to accurately represent opportunities to, and build comprehensive relationships with, members, donors, and prospects.
- In conjunction with other staff:
  - Developing and/or assisting in the development of collateral to be offered to members, donors, and prospects;
  - Attending and providing financial/operational support for Foundation events; and,
  - Advising on overall and business unit strategies.
- Representing the Foundation and the Library so that others view the organizations positively.
- Enhancing the team experience so that the overall goals of the Foundation are achieved.

## **Compensation**

The Foundation offers a competitive and comprehensive compensation and benefits package. The salary range for this role is \$25K to \$45K. The actual salary could be more or less than this range based on experience and background related to the duties and responsibilities.

Part-time benefits include: a retirement plan contribution; PTO; holidays; and, a parking stipend.

The Foundation currently utilizes a hybrid work schedule and employees can choose to work in the office or remotely based on what their position requires.

## **Background Sought**

The credentials, experience, and personal characteristics sought include:

- A Bachelor's or higher level degree.
- Two or more years of experience related to the duties and responsibilities.
- Knowledge of and experience with donor database systems and the management of donor database systems. Raiser's Edge and Raiser's Edge NXT experience is strongly preferred.
- Excellent computer skills including proficiency in Microsoft Outlook, Word, Excel, and PowerPoint; and Google Mail, Sheets, and Docs.
- The ability to work independently and as part of a team.
- Excellent listening, speaking, and writing communication skills.
- Resourcefulness, resilience, persistence, and the willingness to take initiative to reach goals.
- Attention to detail and accuracy, with the ability to prioritize and manage multiple deadlines.
- The ability to interact with donors by mail, email, phone, and in person with warmth, tact, sensitivity, and confidentiality.
- A passion for and the ability to articulate the role, mission, and work of Denver Public Library and the Denver Public Library Friends Foundation.

This Position Profile is not all-inclusive. Other duties and responsibilities may be assigned at any time for any reason. The Position Overview, Organization Overview, Duties, Responsibilities, Compensation, and Background Sought may be changed at any time for any reason.

To apply please submit your resume to: [friends@denverlibrary.org](mailto:friends@denverlibrary.org) and indicate if you are interested in the database and membership role or only the database role.