



Friends of Waterfront Seattle Philanthropy Database Coordinator Job Description

About Friends & Waterfront Park

Friends of Waterfront Seattle (Friends) is the nonprofit partner to the City of Seattle, responsible for helping to fund, build, steward, and program the park — today and into the future. In addition to raising \$110M by 2024 to fund park construction, Friends will provide funding and manage the programming and operations of the future Waterfront Park through a joint-delivery partnership with Seattle Parks & Recreation. Park construction has begun following the Viaduct's removal and the first piece of the park — Pier 62 — is now open.

Waterfront Park is situated on the land of the Coast Salish Peoples, who have resided here since time immemorial and continue to thrive. With respect and humility, we acknowledge the history of the waterfront, the dispossession of land from the Coast Salish people and, most importantly, the strength and resilience of Native people and their culture through this history to the present. This acknowledgement serves only as a first step in honoring the land that we occupy and the first peoples of that land. Friends recognizes the work to build and repair relationships with Native communities will be long and evolving.

The construction of Waterfront Park is underway and scheduled to be completed in 2024. Designed to provide green spaces, elevated views, and recreation opportunities, Waterfront Park will be a place where residents and visitors can connect with nature and each other. As the nonprofit responsible for sustaining and programming the park in perpetuity, Friends exists not only to care for the physical aspects of the park, but to foster deep community engagement. We strive to create spaces where diverse ideas, programming, and people come together to make the Waterfront much more than a beautiful park.

Friends of Waterfront Seattle recognizes and acknowledges historic and existing systemic racism embedded in our city. Friends is committed to becoming an anti-racist organization by prioritizing racial equity inside the organization and in the public spaces we operate. Our goal is to continually cultivate inclusive spaces where all people — specifically Black, Indigenous, and People of Color (BIPOC), as well as underserved communities — are invited and welcome to engage with and enjoy Waterfront Park.

In order to realize a bold vision for community engagement and create spaces where everyone feels safe and valued, Friends believes that DEI work belongs to everyone at the organization and must be integrated into operations at every level.

The Role

Friends is seeking a **Philanthropy Data Coordinator**, an essential position on the Philanthropy Team to provide primary support for the group's use of the Salesforce database. This position has two principal responsibilities: 1) tracking, entering, and acknowledging philanthropic contributions made to Friends of Waterfront Park Seattle; and 2) ensuring the fidelity of the Salesforce database as an accurate and robust tool for the Philanthropy team.

Working closely with the Philanthropy Operations Manager and the Philanthropy team, this position will maintain and update constituent record information for individuals and organizations, oversee data quality and integrity, analyze data as requested, train team members in best practice use of the database, and assist with integrating other constituent-related systems as the need arises.

This position directly supports the Philanthropy team's goal to maximize fundraising and constituent engagement with the Friends' \$200 million Waterfront Park Campaign. The Development Data Coordinator directly reports to the Philanthropy Operations Manager and is part of the Philanthropy team.

Position Responsibilities:

Gift Processing and Donor Services – 45%

- Enter and verify accuracy of donations made to Friends of Waterfront Seattle.
- Manage the entry of individual and organization contact information entry and exports in the Salesforce.
- Manage philanthropy-related credit card and vendor relationships and resolve exceptions and problems in gift processing.
- Coordinate with accounting consultants to ensure that gift data is properly coded.
- Using Salesforce, produce donor acknowledgement letters and gift receipts for all gifts, route them to the appropriate parties for signature and mailing, and oversee their timely delivery.
- Field inquiries from donors about their gifts, acknowledgements, and gift documentation and demonstrate exemplary donor service.

Database Management – 35%

- Model proficiency in use of the database and stay abreast of new Salesforce developments and best practices.
- Create a culture of data quality by following, establishing, and regularly updating quality assurance protocols, processes, and documentation.
- Assisting in long- and short-range planning and management of the Salesforce database.
- Create and run queries, reports, mailings and exports to support fundraising and outreach efforts as needed.
- Create and run diagnostic reports to ensure a high level of data health and accuracy.
- Manage and maintain relationships with Salesforce, consultants, and other IT vendors, including evaluating contract parameters to ensure maximum use of the system.
- Provide occasional high-level prospect research and other data-related projects as necessary.

Organizational and Staff Support – 10%

- Manage inventory of stationery items required for gift processing, acknowledgements, and stewardship programs; maintain gift intake forms and supplies.
- Cross-train team members in gift processing procedures to ensure a continuum of donor services during busy cycles, including end-of-year gift processing.
- Provide technical support for staff issues and work with Salesforce and IT consultants to troubleshoot more complex problems.
- Support the organization by being a resource for ideas, conduit for cross-team communication.
- Assist Friends' Data Team with public data collection and reporting.
- Assist in training and onboarding of new team members.
- Assist in Philanthropy events as needed.

Diversity, Equity and Inclusion -- 10%

- Contribute to an inclusive workplace culture and adhere to Friends' Community Agreements.
- Engage in regular conversations about race and equity through all-staff meetings, trainings, and a DEIJ book club.
- Work with the philanthropy team to incorporate Community-Centric Fundraising Principles into fundraising efforts, recognizing that this will take time and continue to evolve.

Qualifications and Skills

- Deep interest in understanding a range of diverse cultural differences and the ability to work effectively with people from a range of social, ethnic, and cultural backgrounds.
- A commitment to incorporating the practices and ethos of Diversity, Equity, Inclusion, and Justice (DEIJ) in all facets of your work.
- Bachelor's Degree or equivalent experience.
- 3 years of fundraising or database management is preferred.
- Strong interpersonal, written, and verbal communication skills.
- Familiarity with a range of digital fundraising tools (giving forms, prospects research tools, etc.) is advantageous.
- Excellent time management skills, with the ability to manage multiple projects simultaneously, meet deadlines, and deliver quick turnaround in an environment demanding high energy, attention to accuracy and detail, discretion, flexibility, and superior work.
- Ability to handle sensitive information in a confidential manner and to tactfully handle stressful situations and to negotiate and resolve conflicts, while observing organizational protocols.
- Ability to be an innovative and resourceful problem-solver, eager to take initiative to handle requests and resolve issues quickly with minimal supervision.
- Ability to work collegially as a member of team and help ensure coordinated, integrated, and efficient workflow.
- Ability to use Windows-based software (Word, Excel, PowerPoint)

Compensation and Benefits

The Development Data Coordinator position is a full-time position. The salary range for candidates is \$60,000-\$70,000. Vacation, health care and dental coverage, and transit pass are paid by the organization. Ability to participate in defined contribution retirement plan with 3% match by the organization.

To Apply

In lieu of a traditional cover letter, please submit a one-page document that explains how your professional and lived experiences led you to this moment and prepared you to be successful in this role with Friends. Please include example(s) of data management, philanthropy, or donor service that you are especially proud of and what made them meaningful.

Upload the above document and resume to:

<https://friendsofwaterfrontseattle.bamboohr.com/jobs/view.php?id=31>

If you need assistance and/or a reasonable accommodation due to a disability during the application or recruiting process, please note in your submission.

Applications will begin being reviewed on April 12, 2021. Only applicants selected for interviews will be contacted.