

In addition to the job description, CCM operates under a new Strategic Framework, also attached.

Donor Database Manager provides overall management and accountability for donor-related data, documentation, tracking and oversight of database including accuracy, timeliness and management of donor records and donations; conducts donor research, produces reports, maintaining the confidentiality of donors. Works closely with the Philanthropy team. She/he is responsible for administration of Arreva Exceed database, accuracy of stewarding of donor contributions, and donor reports.

To apply, please send cover letter and résumé to Executive Director, Crisis Control Ministry, 200 East Tenth Street, Winston-Salem, NC 27101 by May 24, 2019, or email to melliott@crisiscontrol.org.



Database Manager

Job Description

QUALIFICATIONS: Business school or work experience; Excellent computer skills with a working knowledge of Word, Publisher, Excel, and database programs; Good written and verbal communication skills; Excellent organizational skills

JOB SUMMARY: Responsible for the accuracy of the donor database and acknowledgment of gifts; Support the Philanthropy Team.

HOURS OF WORK: Part-Time

CLASSIFICATION OF EMPLOYMENT: Nonexempt

SUPERVISED BY: Director of Philanthropy

RESPONSIBILITIES

I. Donor Database

- A. Maintain the donor database.
- B. Enter monetary donations in donor database.
- C. Prepare and print required reports once donations are entered in donor database.
- D. Export thank you letters from donor database for monetary donations.
- E. Update donor records in database with any changes.
- F. Alert Director of Philanthropy of inconsistencies in donor database.
- G. Maintain and update CCM donor database manual.
- H. Enter information into Exceed that is direct deposited into CCM's bank accounts.
- I. Export lists and create reports as needed from donor database.
- J. Prepare annual giving statements for specific donors in January of each year.

II. Social Media

- A. Update the 990 and audit information on the website once per year.
- B. Change the copyright date on the website once per year.
- C. Adjust the attributes on the website to match our current appeals.
- D. Update the website with current "Fact Sheet" information.

- E. Serve as co-administrator of the CCM website.
- F. Sync Donor Database and Constant Contact information as needed.
- G. Export lists of donations from Facebook and classify those gifts according to the post the donor reacted to.

III. Poverty Simulations

- A. Help with preparations for simulations.
- B. Train and supervise volunteer(s) to reassemble the Poverty Simulation Kit.
- C. Participate in and coordinate family assignments and set-up at each simulation.

VIII. Other Responsibilities

- A. Participate on Board committees as needed.
- B. Participate in volunteer engagement by encouraging prospective and current volunteers, showing appreciation to our volunteers, and holding our volunteers accountable.
- C. Perform other duties as assigned.



Operating Strategic Framework

The Challenge: People experiencing financial crisis often receive temporary assistance. But far less often do those in chronic situations receive the kind of individualized, holistic attention necessary to address their particular circumstances. Differences in cultural norms between service providers and receivers complicate matters. Experience has shown the greatest progress is achieved when a genuine human relationship can be established with those seeking help. This is the essential bridge to a better life for everyone.

What We Want to Avoid: We are against claiming to have all the answers, one size fits all solutions, superficial answers to hard life questions, and thoughtless referrals. We oppose bureaucratic behaviors, demeaning stereotyping, and the “them” mentality. We are against cold spirited, rule driven, change resistant, negative thinking, and soulless institutions.

What We Seek to Be: People who embrace “Person-Centered Relationships” as our predominant strategy for helping the people who come to us for emergency assistance. We also want to encourage and work cooperatively with other service providers to embrace this same strategy.

Our Core Purpose (What Drives Us): We believe “Person-Centered Relationships” produce far better outcomes. By “Person-Centered,” we mean relationships that are human, genuine, tailored to individual circumstances, and “full of truth and grace.” We want to be part of a core group of providers, working together, using *Bridges Out of Poverty* learning, to improve outcomes for people in financial stress.

Who We Are, What We Do: Crisis Control Ministry is a Christian-based organization that provides emergency funds, prescriptions, food and essential life skills education to people in urgent need. Help is provided in a spirit that radiates compassion, unflinching positive regard, and helpful individualized encouragement and guidance.

Our Core Belief: Everything we seek to accomplish depends on building genuine human relationships in *everything* we do.

Our Unifying Principles

(The Qualities that Support Our Vision, Core Purpose, and Mission; How We Choose to Live and Work; The Principles That Guide Our Decision Making; What Unites Us)

- **Love:** Seek the highest good for those who seek our help and for those who provide it. Love is the energy that creates human connection and perfectly balanced truth and grace.
- **Stewardship:** Demonstrate total competency and integrity in the wise use of the resources entrusted to us.
- **Listening:** Be open, receptive, and curious. Listen to understand. Be a safe place for people to be heard.
- **Grace:** Understand the sacred nature of our work. Demonstrate a spirit of compassion and reverence toward those who seek our help.
- **Truth:** Be well informed in the truth and realities of poverty, the facts, best research and best practices. Speak truth to clients in ways it can be received and applied. Clarify expectations. Keep promises.
- **Collaboration:** Be a participant in an ongoing collaboration between community resources who share a commitment to “Person-Centered Relationships” and seek ways to function together seamlessly around individual client needs.
- **Better Lives:** Be the ultimate fruit of all we do.