



DATABASE & DEVELOPMENT SYSTEMS ASSOCIATE

Summary

Status: Full-Time; Exempt

Starting Salary: \$39,000 - \$43,000 + benefits package

Reports to: Director of Development

Schedule: Work week will include semi-regular weekend days and evenings per week, with seasonal variance.

Summary Description: The Database and Development Systems Associate supports Indiana Landmarks' constituent data systems by managing the organization's CRM, maintaining data integrity, and providing reporting and technical support that enables fundraising, marketing, membership, and organizational decision-making.

Details

Organization

A private nonprofit supported by a diverse membership base and guided by a volunteer Board, **Indiana Landmarks** revitalizes communities, strengthens connections to our diverse heritage, and saves meaningful places. From its state headquarters in Indianapolis's historic Old Northside neighborhood, the organization operates eight regional offices across the state. These offices, staffed by dedicated professionals, provide expertise and resources to help local communities save and repurpose historic sites. Indiana Landmarks' wide-ranging operations include grant and loan programs, rescuing and rehabilitating endangered properties, buying and selling real estate, easement protections, preservation advocacy, and educational initiatives including tours, lectures, workshops, publications, and partners on a major annual statewide conference.

Indiana Landmarks Center is a historic campus and premier event venue operated by Indiana Landmarks. Housed in a restored nineteenth-century church complex, the Center serves as both the organization's headquarters and a unique setting for a wide range of internal, community, and rental events. The site includes multiple distinctive

spaces - from the Grand Hall and Cook Theater to meeting rooms and outdoor areas - capable of hosting gatherings of varying sizes, including fundraisers, performances, weddings, conferences, and educational programs.

Position Description

The Database & Systems Associate supports Indiana Landmarks' constituent data and engagement systems by ensuring the accuracy, integrity, and effective use of organizational data. This position serves as the primary administrator of the organization's CRM and related platforms, providing reporting, list management, data maintenance, and technical support for Development, Marketing, Membership, Finance, Preservation Services, Education, and Regional Office staff.

The Database & Systems Associate plays a critical role in supporting fundraising, membership, marketing, events, and organizational decision-making by maintaining reliable constituent data, preparing reports and lists, supporting system integrations, and assisting with technology implementation projects.

Key Responsibilities

Database & CRM Administration (35%)

- Serve as the primary administrator for Indiana Landmarks' CRM (Foundant, Salesforce) and constituent management systems.
- Maintain the accuracy, integrity, and effectiveness of constituent, donor, member, and prospect records.
- Perform regular database maintenance, including data cleanup, duplicate management, record auditing, and quality assurance reviews.
- Develop and maintain documentation related to database procedures, standards, and best practices.
- Provide staff training and support related to CRM functionality and data management procedures.
- Troubleshoot system issues and coordinate with software vendors and consultants as needed.

Reporting & Analytics (25%)

- Generate reports, dashboards, and data analyses to support fundraising, membership, marketing, events, finance, and organizational leadership.
- Prepare constituent lists and targeted data exports for organizational initiatives and communications.
- Prepare reports and identify trends related to membership, fundraising, event participation, and constituent engagement to support budgeting, organizational planning, and strategic initiatives.
- Maintain organizational performance metrics and provide timely, accurate reports to departments and organizational leadership.

Development & Membership Data Support (15%)

- Prepare reports, mailing lists, constituent segments, and data exports that support membership renewals, fundraising campaigns, stewardship activities,

direct mail appeals, special events, and membership acquisition and retention initiatives.

- Support event registration reconciliation, attendance reporting, and post-event constituent record updates.
- Provide data support for fundraising, membership, and development initiatives as requested.

Systems Implementation & Data Migration (15%)

- Support CRM implementations, upgrades, and system enhancement projects.
- Assist with data preparation, cleanup, mapping, validation, testing, and migration activities.
- Support system integrations, user testing, documentation, and staff training efforts.
- Collaborate with internal stakeholders and external vendors to support successful system implementation and adoption.
- Identify opportunities to improve efficiency through technology, automation, and streamlined processes.

Marketing Data Support (10%)

- Prepare mailing lists, audience selections, and data extracts for Indiana Landmarks magazine distribution, e-newsletters, event promotions, and other marketing initiatives.
- Maintain constituent communication preferences to support accurate and effective communications.
- Coordinate data synchronization between the CRM, email marketing platforms, event registration systems, and other communication tools.
- Provide data and reporting support to evaluate communication and marketing efforts.

Please note that this job description is not intended to provide a comprehensive list of the activities, duties, or responsibilities required of the employee for this position. Duties, obligations, and activities may change at any time.

Organizational Commitment

As a member of our team, every employee is expected to:

- **Embrace Change and Growth:** Demonstrate adaptability and resilience as the organization evolves, maintaining a positive, solution-oriented approach to shifting priorities, processes, and goals.
- **Align with Strategy:** Understand how individual responsibilities connect to the organization's mission, vision, and strategic priorities, and actively contribute to achieving these goals.
- **Foster Collaboration:** Work effectively across teams and departments, share knowledge and resources, and build strong, respectful relationships with colleagues.

- **Communicate Openly:** Promote a culture of trust through clear, constructive, and inclusive communication, offering and receiving feedback to strengthen individual and team performance.
- **Innovate and Improve:** Identify opportunities to enhance processes, services, and systems by contributing ideas and creative solutions that support ongoing improvement.
- **Commit to Learning:** Engage in ongoing professional development, remaining curious and open to new tools, methods, and perspectives that enhance effectiveness and adaptability.

Qualifications:

- Bachelor's degree or equivalent combination of education and professional experience, with three to five years of experience in database administration, CRM management, nonprofit operations, development services, data analysis, or a related field.
- Experience working with constituent relationship management (CRM) systems such as Foundant, Salesforce, Raiser's Edge, Blackbaud, or similar platforms.
- Demonstrated experience maintaining data integrity, performing database maintenance, and managing constituent records.
- Experience preparing reports, mailing lists, audience segments, and data exports to support fundraising, membership, marketing, or organizational initiatives.
- Strong analytical, organizational, and problem-solving skills with exceptional attention to detail and accuracy.
- Ability to manage multiple projects, prioritize competing deadlines, and work independently.
- Strong written and verbal communication skills with the ability to explain technical concepts to non-technical staff.
- Experience collaborating across departments and providing outstanding internal customer service.
- Proficiency in Microsoft Office, including Excel, Outlook, Word, and Teams.
- Adaptability and willingness to learn new processes and contribute to ongoing improvements in a fast-paced, dynamic environment.
- Commitment to Indiana Landmarks' mission, values, and steadfast support for equity and inclusion.
- Belief in community revitalization rooted in preservation and heritage.
- Residency in Indianapolis or willingness to be physically present in the Indiana Landmarks Center at 1201 Central Avenue, Indianapolis, home of our headquarters.
- Ability and willingness to work a flexible schedule, including evenings, weekends and extended hours as required by event schedules.

Benefits and Work Environment:

Salary Range: \$39,000 - \$43,000 annually

- **Comprehensive Benefits Package:** Health, dental, vision, and life insurance; retirement plan with employer match; and additional employee benefits.
- **Work-Life Balance:** Fourteen paid holidays, generous vacation time, and dedicated staff appreciation days.
- **Impactful Work:** Opportunity to shape the future of an organization committed to preserving historic places and stories that stand the test of time.
- **Supportive Environment:** Collaborate with a team that values your contributions, fosters professional growth, and encourages leadership and teamwork.

Physical Requirements:

The physical demands described below represent those that an individual must meet to perform the essential functions of this position successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

- Ability to work effectively in a fast-paced office environment.
- Ability to sit or stand for extended periods and move intermittently throughout the workday.
- Ability to push, pull, lift, carry, or move objects weighing up to 40 pounds.
- Strong speaking and listening skills.
- Adequate sensory abilities, including clear vision, good hearing, and manual dexterity.
- Ability to perform focused work with close attention to detail.
- Proficiency in operating standard office equipment, including computers, copiers, and telephones.
- Ability to interact professionally with others in person, by phone, email, and written correspondence.
- Ability to drive as needed for organizational business.

How to Apply:

Send a resume and cover letter to Jennifer Hiatt, jhiatt@indianalandmarks.org, by August 21, 2026. Applications will be reviewed on a rolling basis, but all received on or prior to this date will be given consideration.