INDIANA LANDMARKS

Donor Database & Development Associate

Summary

Status: Full-Time; Exempt

Starting Salary: $40,000 - $43,000 + benefits package

Reports to: Director of Development

Schedule: Regular workweek with occasional evening and weekend hours as needed.

Summary Description: The Donor Database & Development Associate manages Indiana Landmarks' donor and constituent database, ensuring accurate and effective data management while providing reporting and database support for fundraising, membership, events, and donor engagement.

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
Donor Database & CRM Management

- Serve as the primary day-to-day administrator of Indiana Landmarks' donor and constituent CRM (Foundant/Salesforce) and related Development systems.
- Maintain the accuracy, consistency, and integrity of donor, member, prospect, household, organization, gift, and engagement records.
- Conduct regular database maintenance, including duplicate management, record cleanup, auditing, data validation, and quality-control reviews.
- Establish, document, and maintain consistent data-entry standards and best practices, and database procedures.
- Provide oversight and quality control for gift, membership, sponsorship, pledge, and other Development transactions entered into the CRM.
- Manage data imports, exports, updates, and other routine database processes while ensuring accuracy and appropriate quality controls.
- Maintain constituent relationships, communication preferences, contact information, and other data necessary to support effective donor and member engagement.
- Identify and resolve database inconsistencies and troubleshoot routine CRM issues.
- Coordinate with software vendors and consultants when additional technical support is needed.
- Provide staff guidance and training on CRM use, data standards, and Development database procedures.

Reporting, Analysis & Fundraising Support

- Prepare fundraising, membership, donor, prospect, campaign, and other Development reports for staff and organizational leadership.
- Create accurate mailing lists, donor segments, membership lists, event lists, and targeted constituent groups for fundraising appeals, renewals, stewardship, events, and communications.
- Produce regular reports on fundraising progress, membership activity, donor retention, giving history, campaigns, and other Development metrics.
- Analyze donor and membership data to identify trends and opportunities that support cultivation, solicitation, renewal, stewardship, and retention efforts.
- Support prospect management through accurate tracking of assignments, contact reports, giving history, relationships, engagement, and follow-up activity.

- Provide data and reporting to support Development planning, budgeting, Board and committee reporting, and organizational priorities.
- Assist with annual reporting and other projects requiring accurate donor, member, and constituent information.

Development Operations

- Provide database and operational support for fundraising appeals, membership renewals, donor stewardship, sponsorships, special events, and other Development initiatives.
- Support gift and membership processing by helping ensure transactions are accurately recorded, coded, and attributed according to established procedures.
- Support reconciliation of Development records with Finance and assist with researching and resolving discrepancies.
- Provide support for donor acknowledgments, tax receipts, and other gift-related correspondence as needed.
- Assist with donor and prospect research and preparation of information to support cultivation and solicitation activities.
- Support membership acquisition, renewal, retention, and engagement efforts through accurate data, reporting, and segmentation.
- Support event registration reconciliation, attendance tracking, and post-event constituent record updates.
- Assist the Director of Development and Development team with special projects and other fundraising and stewardship priorities.

Systems & Process Improvement

- Play a key role in CRM transitions, upgrades, data migrations, and system improvement projects.
- Support data preparation, cleanup, mapping, validation, testing, and implementation associated with database changes or new systems.
- Evaluate Development database processes and identify opportunities to improve data quality, reporting, efficiency, and workflow.
- Develop and maintain written procedures and documentation to ensure consistency and continuity in database management and Development operations.
- Coordinate with Finance, Marketing, Regional Offices, and other departments when constituent data and Development systems intersect with their work.
- Help ensure Development systems and processes evolve to meet the organization's fundraising, membership, reporting, and constituent-engagement needs.

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 relevant professional experience.
- Experience managing or working extensively with a donor, membership, or constituent relationship management database.
- Demonstrated experience maintaining data integrity, conducting database cleanup, managing records, and applying consistent data standards.
- Experience creating reports, queries, mailing lists, constituent segments, and data exports.
- Strong proficiency with Microsoft Excel and comfort working with large sets of data.
- Exceptional attention to detail and demonstrated commitment to accuracy.
- Strong analytical and problem-solving skills, including the ability to identify and resolve data inconsistencies.
- Ability to manage recurring responsibilities, projects, and competing deadlines independently.
- Strong written and verbal communication skills and the ability to work collaboratively across departments.
- Ability to handle donor, financial, and organizational information with discretion and confidentiality.
- Ability and willingness to learn new systems, processes, and fundraising practices

Preferred Qualifications

- Three or more years of experience in nonprofit Development, advancement services, donor database management, membership, fundraising operations, or a related field.
- Experience with a fundraising or constituent CRM such as Foundant, Salesforce, Raiser's Edge/Blackbaud, Bloomerang, DonorPerfect, or a comparable platform.
- Experience supporting fundraising campaigns, donor stewardship, membership programs, prospect management, or other Development activities.

- Experience with database conversions, data migrations, system implementations, or significant database cleanup projects.
- Familiarity with nonprofit gift administration, fundraising reporting, and reconciliation processes.

Benefits and Work Environment: Salary

Range: $40,000 - $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.