

# Development Database Manager

Department: Philanthropy

Type of Position: Full-Time Exempt

Location: NY Tri-State Preferred (Remote will be considered)

Education Requirement: Bachelor's Degree Preferred

Experience Requirement: Minimum 3-5 years professional experience

## About RIP

RIP Medical Debt was founded in 2014 by two former debt collections executives, who, over the course of decades in the debt-buying industry, met with thousands of Americans saddled with unpaid and un-payable medical debt and realized they were uniquely qualified to help these people in need. They used their expertise and compassion to create a unique way to relieve medical debt: they would use donations to buy large bundles of medical debt and then relieve that debt with no tax consequences to recipients. From this idea came RIP Medical Debt, a New York based 501(c)(3). The results have been spectacular— more than \$10 billion in medical debts eradicated so far, providing financial relief for over 6.8 million individuals and families.

RIP's mission is to end medical debt and be a source of justice in an unjust healthcare finance system; a unique solution for patient-centered healthcare providers; and a moral force for systemic change.

RIP's offices are located in Long Island City NY, just minutes from Manhattan, conveniently located steps away from many major subway lines. The team has implemented and fully embraced a hybrid work environment, working from the office only 3 days per week.

## About the Position

RIP is seeking a strategic, forward-thinking, meticulous, passionate, analytical, and data-driven individual to help RIP Medical Debt's Philanthropy team achieve & track its ambitious fundraising goals. Reporting to the Vice President of Philanthropy, the Database Manager plays a critical role in the daily functions of the organization's CRM system and managing fundraising data processes.

They will oversee the day-to-day and long-term operations of the fundraising database as well as other related software applications to ensure their quality, accuracy, and consistency. This is a full-time, hybrid position (will work in the office 3 days/week).

## Duties and Responsibilities

- Maintain a detailed and precise Bloomerang database (or comparable CRM)
- Manage all database functions, including data entry, gift processing, lists, statistical reports and analysis.
- Identify, explore, analyze, organize, and evaluate information to determine giving capacity, affinity, and retention/growth trends within the donor pool.
- Produce donor reports that summarize and synthesize data as well as other pertinent information needed to create and execute fundraising strategies.
- Partner with Finance to ensure timely entry of gifts and accurately reconcile fundraising revenue ~~from~~ on a weekly cadence.

- Build, strengthen, and maintain systems, policies, and procedures to ensure the integrity of all biographical and financial data in the fundraising database, including standardized coding, processing, and reporting policies; evaluate and update policies as needed to ensure best practices.
- Conduct analysis of team-wide activity to improve strategies and prepare financial revenue reports to track fundraising revenue streams.
- Develop and enforce data entry guidelines to ensure data integrity and consistency of database.
- Provide support and training in the use of all fundraising applications – especially geared towards improvement processes and database functions.
- Serve as liaison with the fundraising software vendors to ensure proper management and execution of database tasks, use of best practices, and implementation of software upgrades.
- Coordinate the purchase of, or maintenance and upgrade of fundraising related applications with both the Information Services & Finance teams.
- In collaboration with the VP of Philanthropy, identify potential major gift donors & build continuous prospect pipeline by using unique research techniques within the database.
- Build a variety of bespoke data reports for the Philanthropy team utilizing the Bloomerang database (or a comparable database).
- Maintain knowledge of best practices, trends, and new fundraising tools.
- Work collaboratively and effectively to develop strong working relationships with staff, consultants, and vendors.
- Must maintain discretion and ensure confidentiality of sensitive information.
- Performs other related duties and projects as assigned.

## Qualifications

### Required:

- 3-5 years of progressively responsible database experience utilizing fundraising software; or a similar constituent database and an equivalent combination of education, training, and experience.
- Understanding of fundraising principles and knowledge of best practices related to donor confidentiality, security policies, as well as any standards associated with charity giving guidelines.
- Strong knowledge of prospect management strategies & best practices.
- Demonstrated experience in prospect research, development, or information related field.
- Excellent computer skills with proficiency in Microsoft Office and other related applications; experience with wealth screening systems.
- Constructive organizational skills including the ability to identify priorities, work independently, meet deadlines, and use logic and analysis to solve computer software problems; demonstrated analytical, mathematical, and problem-solving skills.
- Strong qualitative skills; ability to translate staff requests into meaningful reporting.
- Effective oral and written communications skills;
- Ability to respond to the needs of a fast-paced work environment; demonstrate leadership and initiative; flexible and resourceful.
- Experience with stakeholder management – both internal and external.

- Demonstrated ability to work well with a team to solve problems and collaborate with colleagues, donors, and volunteers.
- Sound time management skills; ability to manage multiple high-level projects in a fast-paced growing organization.
- Core values must reflect professionalism, collegiality, respect, communication, and transparency.

#### Preferred

- Demonstrated experience with database migrations and substantial knowledge of tools/resources needed to upgrade CRM systems.
- Competency of Bloomerang and similar CRMs (such as Raiser's Edge) strongly preferred.

#### Minimum Education, Training, and Experience

- Bachelor's degree in a relevant field preferred.

#### Compensation and Benefits

- Base annual salary \$80,000-110,000 for candidates located in the NYC area, commensurate with experience.
- Hybrid work environment (office work 3 days a week).
- 4 weeks PTO (with additional days granted upon 3<sup>rd</sup> and 5<sup>th</sup> anniversaries).
- Fully paid medical, dental, and vision coverage.
- Employer-paid life insurance, short-term and long-term disability.
- 403(b) retirement plan matching.
- Employee Assistance Program.

#### How to Apply

To be considered for the position, send your resume and cover letter to Chad Norris at [cnorris@stevendouglas.com](mailto:cnorris@stevendouglas.com).

#### Equal Opportunity Employer Statement

RIP Medical Debt is an equal opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws.

This policy applies to all employment practices within our organization, including hiring, recruiting, promotion, termination, layoff, recall, leave of absence, compensation, benefits, training, and apprenticeship. RIP Medical Debt makes hiring decisions based solely on qualifications, merit, and business needs at the time.