# Data Manager
# Position Description

## The Organization

The Minnesota Zoo Foundation (Foundation) is a 501(c)3 nonprofit organization whose purpose is to help realize the mission of the Minnesota Zoo by raising contributed income from individuals, corporations, and foundations; securing planned gifts; hosting cultivation and fund-raising events; leading and/or participating in Zoo programs and activities; and advocating on behalf of the Zoo.

The Minnesota Zoo opened in 1978 as a state agency with a mission to connect people, animals, and the natural world to save wildlife. Today the Minnesota Zoo is the state's largest environmental learning center and an international leader in providing high-quality education and conservation programs that bring families in touch with the diverse habitats, cultures, and animals of the natural world. The Minnesota Zoo Foundation and Minnesota Zoo are committed to a close collaboration in achieving our joint mission. Our vision is a future where wildlife thrives in Minnesota and beyond, and our mission is to connect people, animals, and the natural world to save wildlife.

The Minnesota Zoo Foundation's current guiding priorities are People First, Data Driven, Sustainable Business Model, and Donor Journey.

## Position Description

The Data Manager at the Minnesota Zoo Foundation provides an essential support role to all fundraising efforts, ensuring data integrity and guiding the Foundation to become a more efficient, data driven organization.

A key member of the Operations team, this position requires collaboration with the entire Minnesota Zoo Foundation staff and the Minnesota Zoo CRM Administrator. The Data Manager will be responsible for creating data tools and procedures for consistent, timely reporting to inform and advise decision making. We are looking for a skilled candidate with a background in data analysis and reporting, preferably in the nonprofit fundraising field. Knowledge of the Tessitura database or experience in multiple different donor databases is strongly preferred.

***Please note: This role is a hybrid position, and is onsite at the Minnesota Zoo a minimum of one – two days each week, with some additional time required to support events, including occasional nights or weekends. This is a full-time, exempt position with a set starting salary range (listed below), who will report to the Director of Operations.***

## Essential Duties and Responsibilities

Database Business Process Optimization

- In coordination with the Minnesota Zoo CRM Administrator and Foundation Operations Officer, oversee a business process discovery and prioritization of Foundation data needs in Tessitura and elsewhere;
- In conjunction with the Foundation Operations team develop Business Intelligence (BI) solutions. Ensure that the design and operation of the BI solution is appropriate to meet the information and support requirements of the business, and informed business decision making can be made;
- Oversee development of donor pipelines / moves management for both individual and institutional giving teams in Tessitura;
- Test and implement new Tessitura functionality in collaboration and under the direction of the Zoo CRM Administrator;
- Conduct ongoing quality checks on data appends such as constituent deduplication, national change of address, contributions and memberships to improve data integrity;
- Provide analysis of fundraising efforts using Tessitura Analytics and other reporting tools and make process improvement recommendations;
- Work closely with both Zoo and Foundation stakeholders on strategic projects including training, system upgrades and implementations and reporting and documentation.

Reporting

- Create reports, lists and extractions for donor events, membership renewals and acquisition, direct mail and digital appeals, special activities, annual report, donor analysis, and as requested;
- Annually create financial coding, source/appeal/campaign/fund structure, annual plan bulk loading, campaign and special activity set up in Tessitura;
- Process bulk wealth screen requests, analysis, and import of information into Tessitura from external prospect researching tools;
- Build custom reports using SQL, Tessitura Analytics, and Power BI.

Other Responsibilities

- Train staff on Tessitura use best practices, develop user guides, and provide periodic updates on functional changes to ensure data integrity and proper usage in line with Zoo data governance;
- Attend organization-wide meetings for Tessitura and disseminate information to Foundation;
- Implementation of contribution bulk entry processes;
- Documentation of processes, and creation of standard operating procedures for both technical and nontechnical users;
- First backup for contribution gift entry;
- Act as an additional resource for business process mapping and automation for the Foundation;
- Stay current on professional, technical, and evolving work related issues; serve as a resource for advice or information on best practices to colleagues;
- Provide on-site support for events and programs as needed by the Foundation, which typically occur on the weekends or in the evenings;
- Additional responsibilities may be assigned based on the changing needs of the organization and the successful candidate's interests, aptitude, and experience.

## Work Experience and Qualification Requirements

Core Requirements

- Two to three years relevant work experience in multiple different donor databases OR in the Tessitura database
- High level of IT literacy. Demonstrated proficiency with Microsoft Office products. An advanced knowledge of Microsoft Excel is required;
- Familiarity with documenting processes and procedures, for technical and non-technical stakeholders, including business process mapping;
- Strong demonstrated project management skills with the ability to multi-task and prioritize;
- Excellent demonstrated analytical, problem solving, and organizational skills;
- Demonstrated ability to learn new IT systems;
- Ability to work with colleagues with varying skill levels and technical proficiencies, and demonstrated success to effectively communicate complex concepts.

Preferred Qualifications

- 3-5 years of experience with Tessitura, TNEW, RAMP, and Wordfly applications;
- Experience with SQL Server Reporting Services (SSRS), SQL Server Management Studio (SMSS), and SQL scripting;
- Demonstrated experience in SQL for maintaining the Tessitura custom reports and utilities;
- Proficient or expert experience with visualization tools (extra preference to Power BI);
- Experience with PrimeLingo, iWave, GrantHub, Foundation Directory, and other prospecting databases a plus;
- Database maintenance knowledge; experience with IT systems administration, management, and development.

General Foundation Qualification Requirements

- Collaborative style and the ability to work with a diverse group of individuals both inside the organization and out in the community. Experience, ability, and commitment to working with individuals and teams that are mixed across lines of difference such as race, gender-identity, sexual orientation, religion, ability, age, class, and immigration status;
- Ability to clearly represent and present the mission and vision of the Minnesota Zoo;
- Ability to work independently and as a team member in a fast-paced and often ambiguous environment;
- Strong organizational skills, including the ability to prioritize and manage multiple deadlines;
- High degree of integrity, ethical decision making, and commitment to maintaining confidentiality;
- Occasional evening and weekend work required and must be capable of planning and managing independent travel.

Physical Demands and Working Conditions:

- Must be able to perform the essential duties of the position with or without reasonable accommodation.
- Physical Demands: Required to use a computer and phone; Frequent use of hands for data entry/keystrokes and simple grasping; ability to move throughout the Zoo campus with staff, vendors, and donors in variable weather conditions, both indoors and outdoors.
- Must have a current driver's license
- Moderate noise level in an office setting, occasional exposure to prevalent weather conditions on the campus of the Minnesota Zoo. Time spent on computer: 95%. Time spent in virtual or in-person meetings: 25%;
- Location: This position is a hybrid position, and will be 60-80% work from home (telework), 20-40% in the office (1-2 days per week).
- All Foundation employees must comply with our COVID-19 policies and procedures.

**PLEASE NOTE: This role is onsite at the Zoo a minimum of one-two days a week and has a set pay starting range (listed below).**

**Education Requirements:** Bachelor's Degree or at least 5 years of relevant database experience.
**Reports to:** Director of Operations
**Supervises:** N/A
**Type of Position:** Full-time, exempt
**Salary Range:** $55,000 - $60,000, set range based on experience & qualifications, + competitive benefits
**Benefits eligible:** Health, Dental, Vision Insurance, Life / Short Term / Long Term Disability Insurance, 401K, HSA (including employer contribution)

**Equal Opportunity Employer:**
The Minnesota Zoo Foundation celebrates diversity and is committed to creating an inclusive environment for all employees. It is the policy of the Minnesota Zoo Foundation to comply with all applicable equal employment opportunity laws and regulations. The Foundation provides equal opportunity employment for all qualified persons. All our employment practices, benefits and programs will be administered without regard to actual or perceived race, color, religion, sex, national origin or ancestry, age, disability, veteran status, sexual orientation, marital status, status with respect to receipt of public assistance, membership or activity in a local commission or any other basis protected by Federal, State or local law.

This commitment extends to all phases of employment including, but not limited to, recruitment, selection, placement, transfers, training and development, promotions, demotions, compensation, benefits, terminations, and all other conditions or privileges associated with employment.

**How to Apply:** Email cover letter and resume to FoundationJobs@mnzoo.org
**Applications received by Wednesday, April 19, 2023 will receive first consideration.**

**Last Reviewed:** 04/03/2023