

# Development Systems & Database Manager

**Reports to:** Associate Director of Development

**Department:** Development

**Position Type:** Full-time, 40 hours per week, Non-Exempt

**Salary Range:** \$20 - \$24/hour

**Benefits:** Eligible

## Summary of Position

The Development Systems & Database Manager is responsible for overseeing all aspects of the museum's CRM database, Blackbaud Altru. This includes maintaining and improving the integrity of the database, providing data reporting services for the TAM Development team and Finance department, and managing direct development services, including entry, processing, and acknowledgement of all contributions. This position will also work closely alongside the Membership & Annual Giving Database Officer to maintain up to date member information and process new and renewed memberships. This position also serves as data entry support and coordinates back office logistics for all TAM fundraising events, including the annual Gala and Luncheon.

This position will be an integral member of a 6-person development team at TAM, with ample opportunities for professional development.

## Responsibilities

- Manage daily gift processing, acknowledgement, and reconciliation for all incoming gifts and pledges; ensuring the correct reporting of daily entries directly to the Finance Manager and notification of appropriate sector staff about new gifts.
- Build, automate and manage daily, weekly & monthly revenue, LYBUNT, and other financial dashboards for Development team
- Suggest new and creative ways to help development team maximize the use of data with the goal of deepening the understanding of donor behavior and drive increased giving
- Coordinate, review, and prepare acknowledgement letters for all sectors within a 48 hour turn around
- Produce and maintain lists for all mailings and communications
- Maintain USPS permits and reserves
- Prepare and send quarterly pledge reminders across all sectors
- Work closely with Finance to ensure consistent and accurate gift coding
- Identify new systems and tools for data efficiency; facilitates their implementation under the direction of the Associate Director of Development

- Work with Membership Officer to process Directors Circle packets
- Manage a variety of ongoing data clean-up projects, in support of the Membership & Annual Giving Officer
- Occasional need to contact members/donors/trustees to resolve questions, inconsistencies, and missing data related to their donations.
- Manage and track all requested database corrections from all TAM departments/staff
- Provide Altru training for all staff, work-study students, volunteers, and interns, as needed
- Reconcile contributed income on a monthly basis with Finance Manager, with support of Membership & Annual Giving Officer
- Assist in coordinating data sharing/updates between different museum departments
- Coordinates Annual Donor Wall project and Annual Report project
- Maintains organization and updating of department's hardcopy donor files
- *Perform other duties as assigned*

## Qualifications

- Minimum of 2 years' experience in CRM database, preferably Altru or other Blackbaud product
- Excels at setting and managing realistic deadlines; strong time management skills.
- Proven experience utilizing analytical and strong problem-solving skills.
- Ability to multitask and juggle many projects at once.
- Ability to establish priorities, work independently, and proceed with objectives without supervision. The qualified candidate must be committed to the museum's brand personality: innovative, passionate, civic-minded, gracious, and approachable.

## Travel, Working Conditions, Physical Requirements and Environment include

The essential physical requirements of this position include:

- Ability to spend approximately 90% of work day sitting at a computer desk
- Continuously exchange information through listening and talking with staff, volunteers and individuals in the community.
- Negligible local travel, less than 5% of work hours.
- Some evening and weekend work as necessary per events schedule
- Occasional need to stand, stop or walk for long periods of time

## To Apply

- Please email a completed [job application](#), cover letter and resume to: [HR@TacomaArtMuseum.org](mailto:HR@TacomaArtMuseum.org). Please send cover letter and resume as a single attachment.
- Include “DSM: First Name Last Name” in subject line.
- No phone inquiries, please.

## Tacoma Art Museum is an Equal Opportunity Employer

Tacoma Art Museum strongly encourages applicants from members of groups underrepresented in careers related to museums and the visual arts.

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## About Tacoma Art Museum

Tacoma Art Museum is a public-spirited institution with nationally recognized exhibitions and innovative educational programs. Named by *USA Today* as one of the “Top 10 Great Places to See Art in Smaller Cities,” the museum has developed a reputation for presenting art in a thought-provoking yet accessible manner with a strong commitment to Northwest art through its acquisition and exhibition programs. Founded in 1935, the museum has strong roots in the community and anchors Tacoma’s lively downtown university and museum district.

Completed in November 2014, an additional \$15.5-million building project has added approximately 16,000 square feet, and houses the [Haub Family Collection of Western American Art](#). This collection establishes TAM as the only major museum of Western American art of this caliber in the Northwest. It also enables the museum to fully explore the art history of the West while integrating its Western and Northwest collections.

Another significant gift announced on January 14, 2016 is the gift of the [Rebecca and Jack Benaroya Collection](#). The Benaroyas carefully assembled over their 70 years of marriage a collection that includes Northwestern and international studio art glass along with important paintings and sculptures by renowned regional artists. The gift, announced on Mrs. Benaroya’s 93<sup>rd</sup> birthday, includes a contribution for the construction of a new 7,390 square-foot gallery addition in which to present the collection. [The new wing](#) has been designed by award-winning architect Tom Kundig of Seattle-based Olson Kundig and opened in January 2019.

It’s an exciting time to be a part of the Tacoma Art Museum family!

## About Tacoma

Located in the beautiful Pacific Northwest, Tacoma is known as the City of Destiny, a city that has always marched to the beat of its own drum. Close enough to Seattle to take advantage of

everything a major metropolis offers, Tacoma is its own distinctly unique and actively engaged community with a clear love of the arts.

Diverse individuals and families continue to invest in Tacoma for its charming historic neighborhoods, schools, parks, waterfront, and amenities. You'll find the beaches and forests of Puget Sound ideal to bike, run, hike, and paddle – including the nearby Mount Rainier. In addition to sports, theater and other cultural offerings, Tacoma is home to a growing restaurant and pub scene that's made national press. The thriving Tacoma Museum District lines the downtown core and showcases some of the nation's best collections. Tacoma is a great place to call home.