Volunteers of America®
WESTERN WASHINGTON

Position Title:	**Donor Technology & Experience Integration Administrator**	Department:	**Development**
Reports to:	**VP Development**	Classification	Exempt ☒
Date:	**12-2016**	Supervises:	Yes No X

Provide systems thinking to create an integrated donor experience. Link the volunteer, online, direct mail, major donor, capital campaign and social media interactions to create a holistic donor tracking.   Ensure we provide a consistent brand message, including look and feel of media.

Create a format and process for consistent analysis and review of development activity and effectiveness by development team, senior management, executive team and board.

- Work with development team and executive staff to create key development indicators (e.g. donor contacts, grant requests, $ raised)
- Design, create and present regular development report/tools to ensure progress to development goals is tracked and analyzed.
- Develop a relevant historical comparison to understand trends over time.
- Create and lead a regular forum to present development results

Document processes for and improve quality of existing donor tracking.

- Assess, improve and create processes and tools to optimize current donor/volunteer software to expand donor base, increase donations and donor retention, and create a reliable in-house library of donor information.
- Provide quality assurance on existing donor data and address gaps by using other data sources such as accounting information.
- Create a cross check method for donation data to ensure accuracy.

Lead efforts to optimize effectiveness of technology to engage more communities and donors and streamline their experience. Increase development and organization efficiency by maximizing use of technology.

- Expand organization knowledge of existing available donor related technology. Maximize use of existing technology/software systems. Expand program staff access to data on donors.
- Identify any gaps in existing systems and recommend technology plan and additional software if/as needed. Create and document processes and systems which optimize and integrate data sharing regarding donors.
- Create and implement integrated donor approaches and campaigns that imbed donor tracking to analyze effectiveness of various approaches.

Create new integrated approaches for ongoing/future donor engagement.

- Strategize and help design and implement multimedia and cross platform and experiential donor engagement (e.g. online video, web message, Facebook, mailings, volunteer, events...).
- Create a seamless and holistic donor experience and comprehensive donor interaction tracking that positions us to expand donations.
- Link previously silo donor actions through effective processes and use of technology
- Strategize new approaches to leverage existing donor and volunteer base to inspire further engagement and donation

Work collaboratively with all other development staff to achieve overall agency development goals.
- Cross train for some aspects of other roles and provide backup as required.

Other duties as assigned

Other Knowledge, Skills and Abilities
- Effective organizational and interpersonal skills including written and verbal communication skills. Previous exposure to project-related activities and strong understanding of systems processes and data. Thorough knowledge of MS Excel, Word and PowerPoint.

- Ability to identify and resolve problems in a timely manner; gathers and analyzes information skillfully.

- Resolves conflict and is able to identify potential conflict either amongst others or those being caused by oneself.

- Demonstrates a focus on quality by being accurate and thorough; looks for ways to improve processes and deliverables.

- Understands big picture and is able to visualize solutions.

- Accepts responsibility for one's own actions and follows through on commitments.

- Takes initiative and independent action; asks questions wisely and as necessary.

- Committed to the agency's mission and objectives.

- Has a curious nature and need to learn and encourage learning in others.

Additional Qualifications
- BA or equivalent years experience in a related field and/or a transferrable job experience
- One year plus experience with systems implementation. One to two years of project management experience preferred.
- Local travel and ability to support and work frequently at multiple locations
- Ability to arrange for flexible schedule (will include some evenings & weekends)
- Have reliable transportation

- o Able to pass background check to allow for working with vulnerable adults/seniors and children
- o Must possess the ability to be flexible and adaptable to a changing environment and working with a diverse population

If you wish to apply for this position, please email your cover letter and resume to: recruiter@voaww.org.

Volunteers of America provides equal employment opportunities to all employees and applicants for employment without regard to race, sex, age, sexual orientation, marital status, color, creed, religion, national origin, disability, disability or status as veteran or special disabled veteran, use of trained guide dog or service animal by a person with a disability. We are in accordance with applicable federal laws and in compliance with the Americans with Disability Act, to include HIV Aids and other communicable diseases covered under the Act. Additionally, the agency complies with applicable state and local laws governing non-discrimination in employment.