

Tuberous Sclerosis Alliance

Silver Spring, Maryland

Database Project Manager

The Tuberous Sclerosis Alliance (TS Alliance) is dedicated to finding a cure for tuberous sclerosis complex (TSC) while improving the lives of those affected. The TS Alliance is uniquely qualified to rally the financial resources, the research, the partnerships, and the sheer will of TSC-affected families and individuals to break the back of this "linchpin" disease. With an annual budget of \$5.3 million, we focus our resources on research as well as information and advocacy to individuals and families living with TSC.

In 2018, the TS Alliance will marshal the resources to champion the next scientific breakthroughs for treatment and preventative therapies for TSC and to provide community services that improve the quality of life for those affected by TSC in the United States and around the globe.

- Accelerate scientific advancements by funding research; driving the growth of tools and consortiums that support basic, translational and clinical research; and advocating for federal or state research funding by partnering with government, industry sponsors and other patient organizations.
- Identify more individuals impacted by TSC and engage them through improved clinical and support services.
- Broaden and strengthen the base of financial support for TSC research, TS Alliance and TS Alliance Endowment Fund from private and public sources and by empowering our grassroots community.
- Facilitate more interaction among the national and international TSC community to drive peer to peer support
- Increase diversity of Board membership and enhance staff skill sets to ensure execution of the strategic plan and to maintain recognition of TSC as a linchpin disorder.

Across the nation, there are currently 37 volunteer branches of our organization, called Community Alliances, which raise a collective 30-50% of the budget through special events. One major goal for the Development Department is to diversify our revenue sources of funding, particularly with growth through major donors and grants. Equally important, we are implementing a major theme-based campaign, *Unlock the Cure*, to raise significant funds for emerging and important research. This must be conducted without jeopardizing our general operating funds needed to keep the doors open and to continue important services. All of these efforts require transforming our current Raiser's Edge database into a much more relational database.

The Database Project Manager is responsible for the overall integrity of the database and works with the Finance Department in the reconciliation process as the database also serves as a subsidiary ledger. The Manager designs, develops, tests and implements modifications to the database as well as designs and implements revenue reporting tools that interface with the database for accurate gift reporting. The Manager performs regular maintenance to ensure accurate reporting and acknowledgment information and ensures the organization's acknowledgement policy is adhered to and followed. The Manager is also responsible for fulfilling all query requests made by any TS Alliance team member.

ORGANIZATIONAL STRUCTURE AND INTERFACES

Reports to: Senior Director of Donor Relations
Primary Interfaces (internal): CEO, Finance Department, Director of Donor Relations, Director of Community Programs, VP Communications Strategy, Community Program Managers
Primary Interfaces (external): Major donors, corporate partners, vendors, volunteers

PRIMARY DUTIES AND RESPONSIBILITIES

Data Entry/Processing and Outreach

- Design and develop modifications to the database that enhance constituent information and revenue recognition.

- Maintain database policies and procedures manual for the Tuberos Sclerosis Alliance to ensure information is stored in the same format for each constituent and provide guidelines for TS Alliance staff to follow.
- Manage the overall production of the database: data entry, donor records maintenance, and acknowledgement distribution.
- Responsible for downloading online donations from Luminate into Raiser's Edge.
- Process all credit card transactions.
- Design and run all queries to be used for various mailings, i.e. *Perspective* magazine, appeals, government relations activities, volunteers and other development projects.
- Maintain efficient record keeping system, including but not limited to major donors, special campaigns such as *Unlock the Cure*, and our Endowment Fund.

Financial Reporting

- Develop tools to interface with the database that improve the accuracy and efficiency of gift reporting.
- Run monthly reports including gifts-in-kind and end-of-month revenue.
- Prepare regular development reports, online signup forms, CEO Report and other reports upon request.
- Assist Finance Department with reconciliation process between accounts receivable and the general ledger.

Relationship Building

- Design plan for database clean up and transition to relational records. This effort includes correcting outdated or incorrect information, deleting duplicate records, correcting/updating donor records, and completing donor's database profiles with consistency including relationships, family, and disease information.
- Process weekly acknowledgment and maintain acknowledgement process in order to maintain pristine relationships with organizational donors.
- Send electronic information packets to TSC constituents.
- Act as a team player and communicate development information within the organization.
- Maintain positive relationships with volunteers, colleagues, Board Members and other constituents.

Other

- Perform general office duties including the answering of telephones, filing, mailing, photocopying and maintaining supplies.
- Other duties as assigned.

CORE VALUES

Build Value-Based Relationships: Generating alliances internally and externally by continuously identifying and acting on those things that will create success for the organization and its constituents, researchers, health care professionals and communities.

Contribute to Team Success: Actively participating as a committed member of a team and working with other team members to help complete goals and deliverables.

Customer Focus: Making customers (external and internal) and their needs a primary focus of one's actions; developing and sustaining productive relationships; creating and executing plans and solutions in collaboration with team members internally and externally.

Provide Feedback: Objectively observing, analyzing, and sharing perception of other people's performance to help reinforce or redirect behavior to improve performance and results and providing feedback that is timely, specific, behavioral, balanced, and constructive.

Work Standards: Setting high standards of performance for self; assuming responsibility and accountability for successfully completing assignments or tasks; self-imposing standards of excellence rather than having standards imposed.

Consult: Providing timely, specific information, guidance, and recommendations to help volunteers, Community Alliances, and fellow staff members make informed committed decisions that will lead to sustainable impact.

Establish Collaborative Working Relationships: Developing and using collaborative relationships to accomplish work objectives; developing relationships with other individuals by listening, sharing ideas, and appreciating others' efforts.

QUALIFICATIONS

- Associate's or Bachelor's degree preferred or equivalent experience in database management.
- Strong interpersonal skills are required.
- Excellent written and verbal communication skills as well as strong organizational skills and the ability to juggle multiple tasks while working under deadlines.
- Must be detail-oriented and have the ability to not only multi-task but prioritize.
- Experience working with receivable records.
- Proficiency in MS Office (Word, Excel, Access, etc).
- Prior experience in fundraising is desired but not required.
- Proficiency in Blackbaud "Raiser's Edge" and "Luminate."
- Willingness to work a flexible schedule, including evenings and weekends.