

# Honolulu Museum of Art

## JOB DESCRIPTION

<b>Job Title:</b>	Donor Database Associate
<b>Department:</b>	Development
<b>Supervisor:</b>	Director of Development
<b>Employment Status:</b>	Full-Time
<b>FLSA Status:</b>	Non-Exempt
<b>Work Hours:</b>	Monday-Friday 8:00am – 5:00pm Some evenings and weekends
<b>Issue/Reissue Date</b>	12/16/2016

The Honolulu Museum of Art (HoMA) is an equal opportunity employer committed to recruiting and retaining a diverse, qualified workforce. The Museum strives to maintain a staff that works together to maintain its mission:

*To bring together great art and people to create a more harmonious, adaptable and enjoyable society in Hawai'i.*

Our Vision: To be a world-class institution with great collections of art and leading education programs. We will reflect changes that are happening in Hawaii, Asia and the world.

Conceived as an institution that would make Hawai'i an even better place to live, the Honolulu Museum of Art (HoMA) is committed to showcasing the highest quality art from around the world for the benefit of residents and visitors. Art and Education are central to the museum's mission, with 299,000 people visiting each year and 36,900 students participating in school programs both at the museum and throughout the community. The museum's art collection has grown into one of the most extensive in the United States, with a special emphasis on works of art that reflect the diverse communities that call Hawai'i home.

### **Job Summary:**

Manages the CRM (Customer Relationship Management) donor database for the Museum's Development office. Ensures accuracy, effectiveness and efficiency of the CRM relating to gifts and contributions.

### **Minimum Qualifications:**

- Proficiency in Tessitura, Raiser's Edge, DonorPerfect or comparable knowledge of a CRM.
- Bachelor's degree and 3 years minimum office experience or equivalent combination of education and experience.
- Strong critical thinking and analytical skills.
- Must be detail-oriented and have excellent organizational skills.
- Must be a team player and willing to share own expertise for the good of the museum.
- Proficiency in Microsoft Office Applications.
- Ability to interact with the public as well as cross-departmentally.
- Handles incoming gifts and donations in a fiscally responsible and confidential manner.

### **Desired Qualifications:**

- Ability to learn quickly and understand the skills needed to effectively work with the CRM.
- Experience in nonprofit environment
- Understanding of Honolulu Museum of Art's established identity and dedication to maintaining it.

### **Essential Duties:**

- Manages all gifts and contributions for the Museum.
- Analyzes fund and gift data to provide strategic support for the information needs of the Development Department.
- Runs donor, member, and gift reports required to help the Development Department track progress towards fundraising goals.
- Create reports, lists, tracks pledges and sets up Campaigns, Funds and Appeals.

- Pulls mailing lists for all donor and member-related mailings, e-blasts, and special events.
- Maintains database integrity.
- Liaison to the Finance Department to ensure coding and entry is accurate and timely.
- Liaison to the IT Department to ensure all updates and issues with the CRM are handled in a timely manner.
- Assists Director of Development in researching information for the year-end audit as requested by Finance Department and auditors.
- Continuously seeks performance and process improvement and supports department goals.
- Supports the Events and Communications Teams as needed.
- Attend and contribute to the Museum's Tessitura User Group meetings.
- Interacts with diverse members of the public, and all museum staff in a pleasant manner.
- Additional duties as assigned.

**Traits and characteristics:**

The successful candidate should demonstrate an ability to initiate and sustain momentum without close supervision. Strong interpersonal and communication skills, ability to maintain confidentiality, and a collaborative and responsive team approach to their work. Creative problem solving skills are preferred. Candidate should demonstrate a polished presence, diplomacy, discretion and a deep respect and understanding of the museum.

**Working Conditions and Atmosphere:**

This position works with minimum supervision. Work will often be performed with short deadlines and situations sensitive to the Museum. Regular office hours are required. Due to the nature of the responsibilities, evening and weekend work is sometimes required, and at times may be on an emergency basis.

The statements contained herein describe the scope of the responsibilities and essential functions of this position, but should not be considered to be an all-inclusive listing of work duties and requirements. Individuals may perform other duties as assigned including work in other areas to cover absences or relief to equalize peak work periods or otherwise balance the workload.

Honolulu Museum of Art is an Equal Opportunity Employer and does not discriminate against any employee or applicant for employment because of race, color, sex, age, national origin, religion, sexual orientation, gender identity, status as a veteran, and basis of disability or any other federal, state or local protected class.