

Database Coordinator

Mission Statement

Relevant Radio® - Bringing Christ to the world through the media.

Guiding Principles

- Faithful to the Magisterium and Catechism of the Catholic Church
- United to the Bishops
- Under the protective intercession of the Blessed Virgin Mary

Function Summary: The Database Coordinator is responsible for accurately processing and recording all incoming donations and batch transactions, within the donor database. This position ensures timely and accurate posting of gifts, maintains up-to-date donor records, and provides responsive follow-up to donors regarding payment questions or transaction issues. The Database Coordinator plays a key role in ensuring the integrity and accuracy of donor financial information.

Responsibilities:

- Process accounts receivable deposits, including checks, cash, credit cards, EFT's and Vanco transactions.
- Support various pledge drive duties ensuring clean, consistent and accurate data.
- Process donations and maintain updated donor records within the database.
- Resolve payment issues related to donor pledges. Answer and conduct follow up calls to donors, expedite donor issues and provide excellent customer service to the donor public.
- Create monthly payment reminders, acknowledgements and other mailings. Verify and proof mailing information. Research returned mail.
- Process online transactions including payments, and registrations for events via online systems.
- Perform and monitor write-offs and credit card updates monthly.
- Maintain accurate data and dataflow between accounting payment systems.
- Post and reconcile Raiser's Edge and Financial Edge systems.
- Develop and maintain close working relationships with the Donor Relations staff.
- Support the department with integrating continuous improvement processes.
- Solid understanding of the Relevant Radio mission, programming content and listening audience.
- Understand Relevant Radio policies and procedures and integrate them into accounting and finance operations.
- Perform other duties as needed.

Experience and Skill Requirements:

- Strong interior faith life and respect for the Catholic teachings.
- 1-3 years database and/or accounts receivable experience.
- Associates Degree in Accounting, or related field required. Bachelor's degree preferred.
- Strong interpersonal and communication skills; team player. Must speak and write English.
- Ability to multi-task.
- Excellent organization and attention to detail skills.
- Excellent follow-through on tasks assigned.
- Proficient with Microsoft Office Products, extensive Excel experience, as well as database management; experience with Raiser's Edge preferred.
- Ability to lift 20 pounds, as needed.



Position Information:

- Position reports to the Database Manager.
- In-Office, Monday through Friday, Lincolnshire, IL.
- \$60,000 - \$75,000 salary equivalent, commensurate experience.