Save Mount Diablo
201 N. Civic Drive, Suite 190, Walnut Creek, CA 94596
Job Description: Data Services Manager

Organization Summary: Founded in 1971, Save Mount Diablo, a 501(c)(3) tax-exempt, nonprofit organization, with its headquarters in Walnut Creek, California, is a nationally accredited land trust that works to preserve Mount Diablo's peaks, surrounding foothills, watersheds, and its sustaining Diablo Range. We use land acquisition and preservation strategies designed to protect the mountain's natural beauty, biological diversity, and historic and agricultural heritage; enhance our area's quality of life; and provide educational and recreational opportunities consistent with the protection of natural resources.

Position Summary: Save Mount Diablo is looking to hire a Data Services Manager, reporting to the Development Director, who will independently manage Save Mount Diablo's fundraising database, gift processing, data standards, reconciliation, reporting, and related systems. The role serves as the Raiser's Edge administrator and primary advancement data resource, ensuring accurate records, timely acknowledgments, reliable finance reconciliation, staff support, and dependable fundraising data.

This is a full-time, non-exempt position that reports to the Development Director.

Essential duties and responsibilities include the following. Other duties may be assigned.

Gift Administration and Donor Service
- Own accurate, timely processing of gifts, pledges, recurring gifts, matching gifts, stock, grants, sponsorships, bequests, donor advised fund gifts, event revenue, tribute/memorial gifts, and in-kind contributions.
- Apply correct campaigns, funds, appeals, gift types, soft credits, restrictions, and recognition credit; manage adjustments and corrections with documentation and audit trails.
- Generate acknowledgments, tax receipts, and pledge reminders, and respond to donor and staff inquiries with discretion and excellent service.

Database Management and Data Quality
- Administer Blackbaud Raiser's Edge NXT and related fundraising systems, including user access, imports, exports, global changes, updates, and issue resolution.
- Establish, document, and enforce standards for constituent records, coding, duplication management, communication preferences, naming conventions, and retention.
- Perform audits, data hygiene, de-duplication, address and deceased-record updates, and quality-control reviews.
- Safeguard confidential constituent and payment-related information and follow privacy, security, and record-management best practices.

Financial Reconciliation and Compliance
- Own regular reconciliation of gifts and deposits with Finance; research and resolve variances.
- Maintain documentation for restricted gifts, donor intent, gift acceptance, accounting treatment, acknowledgments, and internal controls.
- Prepare records and reports for month-end, fiscal year-end, annual audits, and fundraising schedules.

Reporting and Development Operations
- Design and maintain reports, queries, exports, mailing lists, recognition lists, and files for fundraising, stewardship, events, appeals, and communications.

- Partner with Development leadership to define requirements, validate results, interpret findings, and support fundraising decisions.
- Manage data exchange with online giving, event, auction, email, volunteer, prospect research, and related platforms; resolve or escalate exceptions.
- Identify, recommend, and implement practical workflow and technology improvements and provide appropriate procedural documentation.

Required Qualifications:

- Three or more years of relevant gift-processing, development-operations, nonprofit-database, or data-services experience.
- Experience independently processing charitable gifts and reconciling fundraising and finance records.
- Strong Raiser's Edge NXT or comparable CRM proficiency, including records, queries, reports, imports, and exports.
- Intermediate to advanced Excel skills and knowledge of data quality, confidentiality, internal controls, and donor information handling.
- Strong attention to detail, organization, problem solving, communication, judgment, and ability to manage competing deadlines.
- Experience with related fundraising platforms, documentation, training, workflow improvement, or compliance is preferred.

Essential Requirements:

- Ability to work evenings and weekends on occasion.
- Must possess a valid California driver's license and a clean driving record.
- Access to a reliable, fully insured personal vehicle is required to support occasional off-site event operations, local vendor visits, and multi-site coordination.
- Must maintain valid auto insurance meeting or exceeding California state-required minimums.
- Clean background check.

Physical Demands:

The employee is frequently required to sit. The employee is occasionally required to stand and must occasionally lift and/or move up to 25 pounds. Employee must be able to travel to external meetings and provide occasional physical setup and breakdown of meetings/events. Employee must also be able to hike, occasionally in steep and/or rugged terrain and in inclement weather.

Compensation and Benefits:

Salary range: $62,000–$72,000 annually, based on relevant experience, skills, internal equity, and budget. Benefits include health, dental, vision, and a 403(b) retirement plan.

How to Apply:

Please email a cover letter and résumé to jobs@savemountdiablo.org with "Data Services Manager" and your name listed in the subject line.

Save Mount Diablo is an equal opportunity employer and values a diverse workforce.