Database and Donor Relations Manager

Department: Marketing and Development

Reports to the Vice President of Resource Development
Revision Date: 11/2/2026

Job Summary

The Database and Donor Relations Manager provides leadership and operational oversight for donor database management, gift processing, and donor stewardship at Bridge Communities. This position is responsible for maintaining the integrity and strategic use of donor information, strengthening donor relationships, and ensuring the systems and processes that support fundraising are accurate, efficient, and effective.

The Manager oversees donor data management and gift processing procedures, establishes and maintains standards for timely donor acknowledgments, and develops processes that enhance donor engagement, retention, and long-term philanthropic support. The position also oversees donor-related financial tracking for special events. And ensures proper stewardship of new and recurring donors.

Working collaboratively with the Vice President of Resource Development, Marketing Manager, Major Gifts Relationship Manager, Finance, and other colleagues, the Manager identifies opportunities to improve fundraising operations, strengthen donor stewardship, and use data and reporting to inform development strategy.

This is a full-time, 40-hour-per-week position reporting to the Vice President of Resource Development. The position is a hybrid work schedule (4 days in office) with an workspace at Bridge Communities' headquarters in Glen Ellyn. The position will have occasional evenings and weekend work expectations.

Responsibilities:

Donor Database Management and Gift Processing (60%)

- Oversee the integrity, accuracy, and ongoing maintenance of donor records, including contact information, giving history, constituent relationships, and engagement activity.
- Establish and maintain consistent data management procedures, quality controls, and routine audits to ensure reliable donor information and compliance with organizational standards.
- Manage gift processing operations across all giving channels, including checks, credit cards, ACH, stock transfers, and digital platforms, ensuring accurate and timely bank deposits and recording of contributions.

- Manage the preparation and distribution of personalized donor acknowledgments and tax receipts within one week of gift receipt for all donations including event donations.
- Manages all check deposits and coordinates with Finance to reconcile contributions across giving platforms and ensure accurate financial records and reporting.
- Identify and implement opportunities to streamline gift processing, improve database functionality, strengthen internal controls, and increase operational efficiency.
- Serve as the department's primary resource for donor database procedures, reporting, and data quality.
- Develop, run, and maintain constituent queries and distribution lists in Raiser's Edge NXT for fundraising solicitations, newsletters, annual reports, event invitations, and other donor communications. Ensure lists meet established selection criteria, reflect current donor information and communication preferences, and are accurate and appropriately segmented for each audience.

Donor-Centered event operations (10%)

- Manage financial registration logistics related to donor participation in special events.
- Organize sponsorship tracking, process event donations, and manage thank-you follow-up for events.

Donor Relations & Stewardship (15%)

- Lead the development and implementation of donor stewardship processes that strengthen relationships, demonstrate appreciation, and encourage continued philanthropic support.
- Oversee new donor engagement initiatives, including welcome packets, personalized welcome calls, and introductory communications that connect supporters to Bridge Communities' mission and impact.
- Partner with the Marketing Manager to develop and manage automated donor welcome communications and engagement journeys.

Community Builders Recurring Giving Program (10%)

- Manage recurring gift acknowledgments, donor updates, and retention initiatives to ensure consistent and meaningful donor experience. Create and distribute annual acknowledgement letters and report.
- Manage recurring gift processing and identify discrepancies, payment issues, or opportunities to improve donor retention.

Cross Departmental Collaboration (5%)

- Contribute to a work culture that recognizes and celebrates divers perspectives, Bridge Communities' values, open communication, and trauma-informed principles.

- Collaborate with finance on monthly reconciliation of CEO and development department credit card and ACH donation activity.

- Maintain the confidentiality and security of donor and financial information in accordance with organizational policies and applicable requirements.

Core Competencies

1. **Service to Mission:** Champion unwavering dedication to fulfill our purpose and goals.
    a. Align all activities, decisions, and initiatives with our mission and values, ensuring that every action contributes to the goal of client self-sufficiency that BC seeks to achieve.
    b. Foster a sense of purpose & unity among staff, volunteers, and stakeholders, driving us to work collectively to bring about positive change in families' lives.

2. **Stewardship:** Build trust, embody ethical practices, and act as good stewards of the resources entrusted to us.
    a. Demonstrate responsibility and transparency towards our stakeholders.
    b. Manage resources effectively, make informed decisions, and report results accurately.
    c. Hold ourselves accountable to our donors, beneficiaries, board members, volunteers, and the broader community.

3. **Leadership:** Foster our vision and values while promoting equity, belonging, innovation, and growth.
    a. Guide, inspire, and empower individuals to work collaboratively towards achieving Bridge Communities' mission and objectives.
    b. Prioritize the development of staff, volunteers, and other stakeholders, fostering a shared sense of purpose and commitment.

4. **Innovation:** Explore new ideas, seek creative solutions and adapt to changing circumstances.
    a. Explore new methods and approaches to address organizational challenges and improve the effectiveness of programs and services.
    b. Go beyond traditional strategies, leveraging technology, partnerships, and evolving practices to better serve our beneficiaries.

5. **Collaboration:** Communicate effectively, share resources & knowledge, and seek feedback & diverse perspectives to amplify our impact.
    a. Work harmoniously with internal and external stakeholders to achieve common goals and amplify the impact of Bridge Communities' efforts.

Performance Expectations

As a salaried employee, it is expected this position contributes to achieving agency strategic initiatives and departmental goals. The Database and Donor Relations Manager is responsible for accurate, timely, and well-documented donor records that follow best practices and ensure long-time philanthropic support.

This individual is expected to excel in logic driven by critical thought and can create queries and reports that drive the fundraising departmental activities. This individual also is expected to lead creative and timely donor engagements to ensure donor retention. A successful individual takes ownership of responsibilities, independently manages priorities, proactively identifies solutions, and continuously evaluates processes to improve efficiency, accountability, and the donor experience.

The individual is expected to adhere to the highest ethical standards and maintain strict confidentiality of financial, donor, and employee information. Convey a professional and positive image and attitude regarding Bridge and NFP sector. Demonstrate commitment to professional growth and development. Demonstrate commitment to strengthening Bridge Communities' policies and practices as they relate to equity and belonging.

Qualifications

1) Education and Experience
    a) A minimum of 3 years of office or financial administrative management.
    b) A minimum of 3 years in database management with a demonstrated record of accuracy and query development.
    c) A minimum of an associate degree is required.

2) Skills and Knowledge
    a) Proficiency and excellency in Microsoft Office (Word / Excel / Outlook/ PowerPoint). Knowledge of Adobe Acrobat and Raiser Edge/Blackbaud is preferred.
    b) Ability to manage time and prioritize tasks to meet deadlines.
    c) Ability to listen, provide guidance, and collaborate with those inquiring your services
    d) Superior logic and step sequencing skills
    e) Commitment to Bridge Communities mission and goals.
    f) Must align with Bridge Communities commitment to the principles of diversity, equity, and inclusion.

While performing duties in this position, employee will be required, on occasion, to lift up to 20 lbs. Ability to climb stairs and stand on feet for extended periods may be needed. A valid Illinois Driver's License, auto insurance and ability to travel locally are required. The employee must be open to work hours outside of regular business hours, with occasional nights and weekends expected.

Bridge Communities is an equal opportunity employer. It is our policy to grant equal employment opportunity to all qualified individuals without regard to race, color, age, national origin, sex, religion, pregnancy, ancestry, disability, sexual orientation, marital status, military or veteran status, or any other status protected by applicable federal, state, or local laws. This policy pertains to all personnel actions including, but not limited to recruitment, evaluation, selection, promotion, compensation, and termination.

This job description does not list all duties of the job. You may be asked by supervisors to perform other duties. You will be evaluated, in part, based upon your performance of the tasks listed in this job description. Your employer has the right to revise this job description at any time. The job description is not a contract for employment, and either you or the employer may terminate employment at any time, for any reason.