



JOB ANNOUNCEMENT
Coordinator, Database and Fulfillment

South Coast Botanic Garden, an 87-acre urban oasis in Palos Verdes, CA, is enjoying the recent success of a stunning new four million dollar Rose Garden, a show-stopping 400 square foot Living Wall, and the arrival of Hide and Seek, a long-term exhibition of eight remarkable large-scale works of fine art sculpture. There is even more excitement to come, with a long-range Vision Plan that will reimagine the entire guest experience, including the creation of a 3.5 acre Children's Garden and a 17-acre Water Garden to be unveiled in the coming years. There's never been a better time to join this dynamic team.

POSITION TITLE:

Coordinator, Database and Fulfillment

REPORTING RELATIONSHIP:

Reports to the Director, Membership and Visitor Services

JOB SUMMARY:

Come grow with South Coast Botanic Garden (SCBG) as a Database and Fulfillment Coordinator. This position is responsible for maintaining institutional data integrity as well as positive communications with constituents. The Coordinator position includes entering data with accuracy, checking data entered by others, providing data entry training for fellow team members, and implementing systems best-practices with colleagues across the organization.

The Coordinator is expected to become a "super user" of our Blackbaud Altru system, with a positive can-do approach to problem-solving and an ability to independently seek answers through Blackbaud support and an unlimited resource of training opportunities available through Blackbaud University. Over time, the Coordinator will become our internal expert on the system.

The Coordinator will be responsible for all data entry from Membership and Development programs and will work collaboratively with other departments (Volunteers, Special Events and others) when there is an opportunity to improve our database or grow our constituent base.

Day-to-day activities will include entering payment and biographical data from our constituents, reviewing the accuracy of data entered by colleagues, and troubleshooting our business systems when necessary to improve our business operation. Additionally, the Coordinator will ensure the timely fulfillment of membership benefits and development acknowledgment letters.

The Coordinator will create queries in the system for a variety of reporting needs, and will create mailing address files for use in marketing, renewals and philanthropic appeals.

The Coordinator will also help with the new configuration of systems as necessary for new applications using Altru, under the direction of the Director of Membership and Visitor Services.

The Coordinator is expected to maintain a high level of courtesy and professionalism with both visitors and fellow team members. The ideal candidate is a team player who is service-oriented, has strong

attention to detail, has exceptional interpersonal skills and takes pride in producing good work. The position offers opportunities for advancement as well as being part of a team of professionals dedicated to doing whatever it takes to deliver an extraordinary visitor experience.

RESPONSIBILITIES:

- Demonstrate a well-rounded understanding of SCBG's mission
- Process "back of house" payments for donations and memberships
- Oversee and maintain the integrity and quality of SCBG data
- Assist in creating policies and procedures to ensure consistent data activity across departments
- Coordinate database functions such as acknowledgment processes, donor appeal fulfillment, and benefit invitation fulfillment processes
- Ensure all gifts and memberships are acknowledged with the swiftest possible turnaround
- Account for membership sales and donations to ensure fulfillment is accurate and complete
- Review transactions regularly, make corrections, merge records as appropriate, and report errors or inconsistencies to the appropriate individuals
- Stay current on enhancements to the database and facilitate training for self and colleagues as needed
- Regularly participate in professional development through Blackbaud University
- In coordination with the Membership and Visitor Services department, perform data entry of new, renewed and gift memberships as needed; assemble and mail membership packets and acknowledgment letters and oversee other constituent data entry (volunteers, special events, program participants) as needed
- In coordination with the Development department, perform data entry of gifts and ensure proper recording and acknowledgment in compliance with IRS standards
- Provide ongoing and timely support to SCBG staff to help troubleshoot data issues as needed
- Investigate and resolve problems related to database functions
- Provide excellent customer service to donors, members and visitors
- From time to time, the Coordinator may support the Garden's Call Center, providing excellent customer service to visitors, members and donors
- Use creative problem solving when responding to challenges. Resolve issues and/or elevate them to Management when appropriate.
- Coordinate the reconciliation of membership and development revenues each month
- Handle confidential media/information with discretion
- Perform clerical tasks
- Treat all SCBG employees and visitors with respect and maintain a positive work environment
- Be a positive advocate for the SCBG's community and employee culture
- Other duties as assigned

REQUIREMENTS:

- Computer, Blackbaud Altru database, Excel, Windows, Google Suite, phone, calculator, copier, printer, hand-held (two-way) radio
- Ability to work inside an office environment
- This position occasionally requires lifting of up to 15 pounds

QUALIFICATIONS:

- This position works five days per week in-office at South Coast Botanic Garden
- Bachelor's degree or combination of education and experience
- 1+ year of non-profit database experience
- Experience with integrated ticketing and POS systems preferred; experience with Blackbaud products, and Altru specifically, strongly preferred
- Experience with non-profit development gift entry and acknowledgments strongly preferred

- Detail-oriented and extremely well organized while able to understand and apply big-picture concepts
- Strong written and oral communication skills
- A high degree of appropriateness and ability to maintain confidentiality
- Ability to manage and streamline processes in a complex and diverse environment
- Excellent time management skills and an ability to work in a deadline-driven environment
- Strong interpersonal skills, with demonstrated ability to work across teams, as well as independently
- Expert knowledge in Microsoft Excel
- Knowledge of Microsoft word and specifically the mail merge function
- Customer service experience
- An approachable, friendly, enthusiastic personality
- Reliable attendance
- Excellent verbal, written and interpersonal communications skills
- Experience working in an environment with different cultures and backgrounds
- Must be able to handle simple calculations and money transactions
- Must be self-motivated, focused and have a strong work ethic
- Good working knowledge of computers and familiarity with general office technology
- Bilingual (Spanish) preferred but not required

The position is full-time and non-exempt. Must be available on weekdays, some weekday evenings, some holidays, and some weekends. Please submit your cover letter and resume to michellep@southcoastbotanicgarden.org to apply.