

## **Data Operations Manager**

October 2018

**SchoolForce**, the Belmont-Redwood Shores School District Education Foundation, is a non-profit organization that raises money for teachers and programs to provide an exceptional education for every student. SchoolForce bridges the gap between too-low state funding and rising cost of education for the 4,300 students in the district.

### **Role Overview**

This is a pivotal role, recognizing that timely and accurate data provides critical intelligence about trends and opportunities to the Board and other key representatives that will help drive more effective communication and fundraising.

SchoolForce is in the process of transitioning to a new CRM tool. The critical functions of the CRM tool include accurate tracking and reporting of donations, communication with donors, attribution of third-party donations, donor appreciation, reporting and analysis of donation trends to improve fundraising results. The DOM will also lead the process of identifying additional functions such as a donor portal, peer-to-peer fundraising tools.

The Data Operations Manager (DOM) will lead the transition from Salesforce, including coordinating with Board members, volunteers, and overseeing external consultants. The first critical task will be developing a detailed scope, timeline, plan and budget for the data transition. The plan should address cleanup of existing data, optimal structure of data in the new tool, data export and transition, documentation of data entry and other ongoing processes, and volunteer training.

The DOM will oversee data preparation and formatting to ensure a clean transition, including correct contact/household information, elimination of duplicate entries, and accurate representation of District enrollment. The DOM will ensure the system functionality including intelligence/reporting meets SchoolForce's needs.

Following completion of the implementation project the DOM will then oversee the maintenance of SchoolForce CRM tool including routine reporting, donor and stakeholder communications and ad-hoc intelligence. Other responsibilities include:

- Coordination with Board and key organizational stakeholders to develop actionable intelligence and reporting
- Ongoing data hygiene/maintenance for accuracy
- Coordination of volunteers who will contribute to data entry and donor support
- Ongoing updates to documentation of CRM procedures
- Development of custom reports
- Volunteer training

**Qualifications:**

- Highly organized, detail-oriented, and reliable
- Positive attitude and willing to take initiative to improve data systems
- Able to foster professional relationships with donors and volunteers
- Maintains discretion and confidentiality at all times
- Experience managing relevant software and systems, including SalesForce, non-profit fundraising CRM tools, Excel, and Powerpoint.

**Additional Information**

The Data Administrator will report to the Executive Director with close coordination with the Executive Committee of the Board.

The role is expected to be part-time (10-20 hours/week) with a flexible schedule. Hours may vary from week to week.