



**Position:** Development Database Coordinator  
**Location:** Administrative Offices at the Children and Families Services Center  
601 E. Fifth Street, Suite 255, Charlotte, NC 28202  
**Department:** Development/Finance  
**Reports to:** Manager of Partnerships & Volunteers

### **ORGANIZATION**

The mission of Supportive Housing Communities (SHC) is to provide affordable housing to alleviate homelessness and human suffering. The organization uses a permanent supportive housing approach, which links permanent, affordable rental housing with access to flexible, voluntary supportive services (health care, mental health/substance use treatment and employment services). The organization owns two housing complexes and utilizes privately-owned rental units scattered throughout Mecklenburg County to provide affordable housing options. As part of its housing model, SHC also provides comprehensive programs and services specifically targeted to provide the chronically homeless with the support and skills needed to remain stably housed and independent, including comprehensive case management, mental health counseling services and a supportive employment program. SHC has 38 employees and a \$4.9 million annual budget.

### **POSITION AND RESPONSIBILITIES**

SHC is seeking a Development Database Coordinator to manage the organization's donor systems and database. This position is a part of the Development team and reports to the Manager of Partnerships & Volunteers. This position will also work partially with the Finance team.

The Development Database Coordinator will play an essential role in assisting the Development and Finance Teams. Key duties include:

- Responsible for the build out & upkeep of new CRM system Network for Good
- Process all donations, donor acknowledgments, and matching gifts, mail pledge reminders, and other donor communications as required
- Keep inventory and record of all in-kind donations
- Provide excellent and timely customer service to donors who request information, including recent and past donations, and other donor records
- Grant invoicing, month-end reconciliations, deposits, and other tasks as requested by Finance team.
- Assist with accounts receivable
- Maintain accurate and up-to-date donor contact and biological information; add gift information and donor correspondence
- Manage data for stewardship reporting related to donor and volunteer experiences. Improve data auditing and processes for pipeline management to ensure accurate data for forecasting and planning.
- Deliver standardized fundraising reports and prepare donor lists for development team and other internal stakeholders
- Assist with analytical reporting on donor and prospect data
- Execute regular data integrity checks and ensure consistency of data

- Manage SHC info email and website updates
- Manage mailing lists for newsletters, reports, and other development projects
- Assist in the preparation and execution of fundraising campaigns/appeals & events
- Provide overall administrative support to the development team
- Occasionally provide basic administrative support to the office, such as sorting mail, answering phones, and responding to e-mail inquiries
- Ability to work independently & on a team, be goal oriented and manage multiple priorities
- Performs other job duties as requested by the SHC Leadership Team and/or Board of Directors, within the scope of the position

## **EXPERIENCE AND EDUCATION**

The ideal candidate will have the following capabilities and qualities:

- A passion for ending chronic homelessness, poverty and understanding of the SHC mission and the community in which it serves
- A minimum of two (2) years of non-profit and/or government accounting/financial experience
- A Bachelor's degree in business administration, finance or related degree preferred
- Proficient in Microsoft Office and fundraising software, platforms and marketing databases (i.e. eTapestry, Raiser's Edge, Better Unite, Salesforce, Network For Good, etc.)
- Quickbooks
- Strong math and analytical skills
- Ability to work independently & on a team, be goal oriented and manage multiple priorities

**HOW TO APPLY** All inquiries, nominations and applications should be directed via email to [Jessica@aplacetoLiveAgain.org](mailto:Jessica@aplacetoLiveAgain.org). Applicants must include a cover letter with resume to be considered for the position. Please also indicate where you learned of the opportunity. Please note that only those candidates invited for screening will be contacted.

Supportive Housing Communities provides equal employment opportunities to all persons without regard to race, color, creed, age, sex, religion, disability, nationality, or sexual orientation, and promotes the full realization of this policy through a positive, continuing program of affirmative action.