



## Job Description: Data Associate

**Job Title:** Data Associate

**Department:** Marketing

**Reports To:** Senior Manager of Donor Services

**Supervises:** None

**Job Type:** Full-time

**Employment Classification:** Non-Exempt

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### Position Overview:

The Data Associate is responsible for entry and upkeep of the Second Harvest Food Bank of East Tennessee's Raisers Edge Database. The goal of the Data Associate position is to maintain accurate, up-to-date donations, correspondence, and usable records of valuable company information. This position will aid the Marketing and Development Team in all matters of advancement of the food bank.

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### Duties and Responsibilities:

#### Data Entry Operator

- Insert customer and account data by inputting text-based and numerical information from source documents within time limits.
- Compile, verify, and sort information according to priorities to prepare source data for computer entry.
- Talk with Donors and staff about donations, receipts, and any questions on data-related topics for the Foodbank.
- Review data for deficiencies or errors, correct any inconsistencies if possible, and check output.
- Research and obtain further information for incomplete documents.
- Apply data program techniques and procedures heavily focused on Raisers Edge and Blackbaud products.
- Work closely with the rest of the Donor Services Team and Finance and Accounting to balance Raisers Edge and the GL each month.
- Works closely with the Development team to ensure pledges, proposals, invoices, and information for donor records are error-free and maintained correctly.
- Works with Marketing to ensure RKD Direct Mail information is up to date and correct, including suppressions, appeals, and messaging.

- Execute any correspondence on behalf of the donors, including requests for designations, inaccurate payment information, and any Honor or Memoriam requests.
- Generate reports, store complete work in designated locations.
- Keep information confidential and comply with data integrity and security policies.
- Accept whatever duties and responsibilities that may be appropriate to ensure the success of Second Harvest

**Mail duties:**

- Print Donor Acknowledgment Letters bi-monthly, or weekly as volume calls for
- Ensures folding and stuffing of all acknowledgment letters for mail with the Volunteer Operations Coordinator, as well as postage for letters for bulk mail delivery. Completes USPS paperwork for bulk mail delivery
- Create all Donor Advised Funds and IRA letters separately and prepare to mail
- Work with Marketing for updates on acknowledgement letters for event appeals and General Thank you as needed
- Update all returned mail in the database, as well as prepare for second mail

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**Qualification:**

**Skills, Knowledge, and Abilities**

- Bachelor's degree in communications, English, Writing or similar field with proven data entry work experience.
- Experience with Raiser's Edge or any other donor database
- Outstanding computer skills, including Internet research, Word, Excel, PowerPoint, Outlook, TEAMS, and Excel.
- Confidentiality
- Typing speed and accuracy
- Exceptional knowledge of correct spelling, grammar, and punctuation
- Great organizational skills and deadline-driven.
- Ability to understand and execute complex instructions.
- Ability to work on several projects at once under tight deadlines.
- Strong interpersonal skills
- Willingness to learn all aspects of food banking.

**Physical Requirements:**

- Must be comfortable working in an office environment for extended periods of time.
- Must be able to remain seated for extended periods throughout the day.

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**Working Conditions:**

- **Work Environment:** On-site.
- **Work Schedule:** 8 am-4:30 pm

**Compensation and Benefits:**

- **Salary:** Competitive based on experience.
  - **Benefits Package:** Health Insurance, Dental Insurance, Vision Insurance, Life Insurance, Simple IRA Retirement Plan, Paid Leave and Wellness Days off.
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**Equal Employment Opportunity Statement:**

Second Harvest Food Bank of East Tennessee is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or veteran status.

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**Drug-Free Workplace:**

We are committed to maintaining a drug-free workplace. This policy ensures a safe, healthy, and productive work environment for all employees.

This job description does not encompass all the duties of the role. Supervisors or managers may assign additional tasks as needed. The job description can be revised at any time and is not a contract for employment, nor does it alter the at-will employment status with Second Harvest Food Bank of East TN. Both Second Harvest Food Bank of East TN and the employee have the right to terminate employment at any time for any reason.

I have read and understand the above job description.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_