

About Us

Founded in Colorado in 2005, There With Care's mission is to provide a wide range of meaningful and fundamental services for families and children during the critical phase of a medical crisis. We serve families referred by hospital social workers and build support around them through a community of individuals, volunteers, services and businesses, who ease their burden of life's day-to-day obligations with compassion and care. Our current service locations are Colorado, the Bay Area of California, and the Middle Tennessee Region (Nashville). We seek to expand our model to assist families with critically ill children in communities served by top Children's Hospitals in the U.S.

The Role

The Systems Manager, a member of the Development Team, reports to the Vice President of Development. This position is responsible for ensuring the ongoing optimization, accuracy, reporting and maintenance of the There With Care database. The Systems Manager will oversee all aspects of the database for fundraising purposes including, but not limited to donor record creation and management, data integrity, data extraction for reporting and analysis, reconciliation and documentation of systems' processes. The Systems Manager will continually evaluate these procedures and collaborate with other departments to ensure streamlined procedures, increased functionality and accurate report generation.

The Important Work You'll Do:

- Perform accurate data entry to track different areas within There With Care's activity. This includes programs, volunteers, events, and development.
- Manages the documentation process associated with pledges
- Manage There With Care's database (CareBase) and work closely with the Development Team and Accounting Team to create standard and custom reports that provide donor, financial and statistical analysis that drives fundraising strategy as requested.
- Manage all of There With Care's third-party payment platforms, Salesforce licensing and supports the budgeting process for these expenses.
- Manage the contribution processes associated with fundraising events
- Oversee and ensure regular donor record clean-up, accuracy and adoption of all systems software updates to ensure integrity of the data, including regular data audits and NCOA updates.
- Generate data queries, reports, imports, exports, merges global changes and system upgrades.
- Solicits and applies feedback in the usage, technical requirements and functionality of the donor, digital and events CRMs. Note, this may include restructuring data the adhere to best practices.
- Collaborate with other teams to assist with organization's data tracking and system needs as requested including systems maintenance, testing, and design improvements.
- Collaborate with the Development Team in processing each donation, ensuring timely responses ("Thank you") to all There With Care supporters.
- Build queries and exports for complex, segmented list pulls for direct mail, email appeals, invitations, publications and general communications.
- Develop dashboard and other dynamic management tools to assist Development Team in tracking strategic goals, building accountability, and ensuring transparency.
- Collaborate with the Grants Manager to track and provide necessary grant reporting data.
- Collaborate with accounting to reconcile revenue between Salesforce and QuickBooks systems.
- Creates and maintains formal Standard Operating Procedures.

- Provides systems training for new and current employees to ensure that the best practices are followed for efficient and consistent use of the database, including constituent record keeping and analysis.
- Facilitates add/drop process for gift officers.

The Important Skills You'll Have:

- High School Diploma or equivalent, college degree is strongly preferred.
- Experience with Salesforce
- Familiarity with donor relations techniques and standard methodologies
- Excellent written and verbal communication skills
- Ability to take the lead on projects and work independently as well as working closely with cross functional departments of the organization
- Excellent interpersonal, analytical and problem-solving abilities
- Effective team building, communication, and project management skills
- Strong flexibility and being capable of managing multiple tasks and requests in a growing and dynamic environment
- Highly organized with the ability to work within tight deadlines and take responsibility for getting the job done in a timely manner
- Strong MS Office skills (Word and Excel)

Compensation and Benefits

- Salary Range \$50,000 - \$70,000 (commensurate with experience)
- Full-time, Exempt, 40 hours per week
- Vacation, Sick Leave and Paid Holidays
- Medical, vision and dental benefits
- 401(k) plan

How to Apply:

Please submit your resume and cover letter to: careers@therewithcare.org.

This position is Colorado based.

This position requires a Criminal Background Check. We reserve the right to make employment contingent upon successful completion of a Criminal Background Check.

There With Care is an Equal Opportunity Employer.