



**Make-A-Wish Foundation® of Metro New York and Western New York
MANAGER, DATA SERVICES**

Job Title: Manager, Data Services	Location: New York, NY
Reports to: Chief Operating Officer	
Type of position: <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Intern	<input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Nonexempt
<u>Position Summary:</u> The Data Services Manager will report to the Chief Operating Officer and is an expert in systems thinking, data integrity, and is expected to drive accountability across all levels of the organization. This role will provide organizational data oversight, develop processes and procedures related to data management, and educate stakeholders on best practices.	
<u>Essential Job Functions:</u> Data Oversight: <ul style="list-style-type: none">• Ensure that data sources and related operations support business strategies across the organization – translating strategic goals and tactics into operations.• Work across departments to refine current data processes and assist in implementation of new data processes.• Increase cross functionality between departments regarding data, reporting, record management, etc.• Ensures accurate donor/gift information entry on schedule. Design, implement and refine team processes for Data Services to create efficiencies and ensure integrity while meeting monthly deadlines.• Participate in discussions with all departments related to major program planning, annual giving, major giving and volunteer services to identify information needs. Collaborate with stakeholders to create data structures and procedures to meet end goals.• Partner with Information Technology and Process Improvement leads to simplify, integrate, and implement best practices and processes.• Work with leadership to develop and support an effective data strategy which includes the production of standard and custom reports (weekly, monthly, on demand, etc.) to align with departmental needs and drive improvement in key strategic areas such as donor tracking, stewardship, etc.	



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Data Integrity:

- Drives organizational accountability with the development of Standard Operating Procedures (SOP's) to ensure the accuracy and quality of constituent information (data integrity).
- Regularly assesses and makes recommendations to improve quality of data pertaining, but not limited to, volunteers, wish children and families, and donors.
- Provides data lists, query assistance, data mining, etc. across department and platforms (Formstack, DocuSign, Constant Contact, Kintera, etc.).
- In collaboration with National and key Chapters, strategically align business practices and data structure for consistency and compliance purposes.
- Recommend changes to the database(s) as dictated by changing organizational needs. Ensure that proper controls are implemented after any system change is made.
- Maintain expertise in current trends and best practices as they relate to the organization and make recommendations for implementation of changes to management.
- Identifies consistent issues, trends, or themes to educate internal stakeholders through consistent training opportunities.

Essential Skills and Abilities:

- Ability to analyze complex data from conceptualization through presentation to a cross functional audience. Exceptional analytical skills, organizational skills, written skills, and attention to detail. Proficient in manipulating, analyzing, and interpreting data.
- Highly motivated "self-starter" capable of managing competing priorities and ability to work under tight deadlines.
- Ability to anticipate needs and show initiative in managing and promoting new projects. Ability to balance and understand both back-end organization of data and front-end accessibility for end-users.
- Flexibility and ability to prioritize and manage multiple tasks simultaneously.
- Excellent interpersonal skills, with the ability to present verbally and in writing.
- Foster an environment of creativity and professional growth, to design job-related, interactive exercises and use existing technology to achieve desired results.
- Strong planning and problem-solving skills.

Qualifications:

- BS/BA in Computer Science, Business Administration, or related field.
- 5 years of experience managing systems and support for development programs.



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- Experience working with Raiser's Edge in a database management capacity.
- Understanding of fundraising support services ranging from prospect identification through donor stewardship.
- Systems experience to work with and direct staff in data management, report writing, and systems management.
- Ability to supervise, train and lead a professional team and office.
- Strong organizational, managerial, verbal, and written communication skills.
- Ability to develop procedures for electronic systems use and train technical and non-technical users.
- Demonstrated ability to plan and implement major systems and systems implementation projects.
- Ability and commitment to provide significant levels of support to users and advancement programs.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required. All staff may be required to perform duties outside of their normal responsibilities as needed. The employee is expected to adhere to all company policies.

How to Apply

Interested candidates should email a cover letter with salary requirements and resume to John Perry, Process Improvement Manager at: jperry@metrony.wish.org. Application deadline is **Monday, September 17th**.