

Job Title: Business Analyst
Department: Development
Reports To: Chief of Staff
Effective Date: July 1, 2025

We are seeking a strategic and detail-oriented **Business Analyst** to join our Development/Operations team. This key position will manage the organization's donor database (DonorPerfect), ensuring the integrity, architecture, and strategic application of data to support fundraising, donor engagement, and organizational growth. This role is ideal for someone who can balance technical expertise with a deep understanding of how data systems and strategy power nonprofit fundraising strategy.

Key Responsibilities

- **Database Management & Data Quality**
 - Maintain the donor database, ensuring accurate data entry, hygiene, and record maintenance.
 - Lead ongoing data clean-up, deduplication, and implementation of system-wide data standards.
 - Serve as the go-to expert for all database configurations, fields, and coding structures.
 - **Strategic Data Reporting & Analysis**
 - Build, automate, and manage dashboards and reports to inform fundraising strategy and performance.
 - Utilize tools like **DOMO**, Excel, and other third-party analytics platforms to translate data into insights.
 - Support segmentation for campaigns, appeals, donor journeys, and board reports.
 - **Data Architecture & Systems Optimization**
 - Design scalable data structures to support fundraising workflows and campaign tracking.
 - Integrate the CRM with external systems (e.g., email platforms, event tools, finance systems).
 - Partner with fundraising and marketing teams to ensure CRM setup supports targeted outreach and donor retention.
 - **Cross-Department Collaboration & Support**
 - Interim support in data entry and sending of personalized donation acknowledgement letters to donors from the Atlanta chapter in a timely and efficient manner.
 - Ensure all acknowledgement letters across organization comply with tax regulations and organization's standards.
 - Train development staff on database best practices, data entry protocols, and reporting functions.
 - Field internal data requests and support list building for appeals, events, and stewardship.
 - Contribute to process improvements that increase efficiency and accuracy across teams.
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Qualifications

- 3–5 years of experience managing a nonprofit CRM such as **DonorPerfect, Raiser's Edge, Salesforce NPSP, NeonCRM**, or similar.
- Demonstrated experience with **data visualization or analysis tools** (e.g., **DOMO**, advanced Excel).
- Strong knowledge of database management, data integrity practices, and donor lifecycle tracking.
- Ability to write and interpret database queries; experience with segmented mailing lists and campaign tracking.
- Excellent organizational, customer service, communication, and problem-solving skills.
- Self-starter with a collaborative mindset and a passion for mission-driven work.

Success Factors

- Ability to work on multiple priorities effectively, problem solve and prioritize under pressure; Exceptional attention to detail and dedication to accuracy; Acutely able to determine top priorities, manage time and meet deadlines.
- Highly organized and able to create intuitive and easy-to-follow systems or processes for self and team member use; Exhibits competency with fact driven perspectives and insight.
- Able to hold self accountable for maintaining ethical business practices in alignment with the organizational Mission, Vision & Values.
- Exceptionally strong worker both independently and in a group setting.
- Proactively manages potential risks and opportunities within our systems, safeguarding the company's long-term success. Some understanding of budget management in relation to the data being maintained.
- Strong critical thinking and decision-making skills, with the ability to analyze information, evaluate results, and propose or implement the best solution.
- Strives to build relationships of credibility and trust.
- Positions self as someone who protects the organization and team members within their capacity as a professional with access to sensitive data.
- Embraces technology that helps the organization; stays informed and competitive in their skills; supports self-learning as well as sharing with and learning from team members.
- Positive attitude and desire to support the team around them.
- Strong communication skills, both verbal and written; able to communicate clearly in a manner that makes sense to your audience.

Bonus Points For:

- Experience with multi-site/chapter-based nonprofits.
- Familiarity with fundraising strategy, KPIs, and nonprofit finance/data compliance.
- Understanding of donor segmentation and stewardship.

Work Environment

- Hybrid role with **3 in-office days per week**; Wednesdays are required in-office.
- Standard business hours with occasional flexibility for campaign periods or events.
- Preferred location; Richmond, VA.

Starting Salary: \$55,000

To apply send your resume and cover letter to recruiting@worldpediatrics.org
by September 5, 2025.