

JOB DESCRIPTION

Job Title: Development Data Manager **FLSA Status:** Non-Exempt

Department: Operations/Development **Date:** January 2026

Reports to: Senior Director, Organizational Effectiveness

Worksite: Onsite

Compensation Range: \$56,000-\$62,000

Purpose and Scope of Job

The Development Data Manager oversees the organization's donor database (DonorPerfect), ensuring the integrity, architecture, and strategic application of data to support fundraising, donor engagement, and organizational growth. This position must balance technical expertise with a deep understanding of how data systems and strategy power nonprofit fundraising strategy.

The ideal candidate brings strong nonprofit CRM experience, a commitment to data integrity, and the ability to translate data into insights paired with mid-level technical proficiency (APIs, SQL, analytics platforms such as DOMO or advanced Excel). This role supports multiple teams across the organization and plays a critical part in strengthening operational and fundraising effectiveness.

All roles at World Pediatrics are expected to rally behind our core values as applicable in their tasks:

- **Kids First:** We are accountable to the children.
- **Equitable Access:** We empower opportunity.
- **Rooted in Community:** We build for a sustainable future.
- **Best Practice to Next Practice:** We innovate and transform.
- **Shoulder-to-Shoulder:** We operate with unity and integrity.

Key Responsibilities

Database Management & Data Quality

- Serve as the organization's primary CRM administrator and go-to expert.
- Ensure accurate donor records, data hygiene, and consistency of coding structures and data standards.
- Oversee data integrity, deduplication, and routine maintenance.
- Manage user access, roles, and system security.
- Ensure database processes adhere to PCI and data privacy compliance requirements.

Strategic Data Reporting & Analysis

- Develop, automate, and maintain reports and dashboards to inform fundraising strategy and leadership decision-making.
- Support all segmentation and list building for appeals, board reports, events, and stewardship.
- Translate complex datasets into actionable insights using DOMO, Excel, or similar tools.

Data Architecture & Systems Optimization

- Design, document, and maintain scalable data structures for fundraising and operational workflows.
- Maintain integrations between external systems (e.g., email, event, financial, and other third-party systems).
- Support API-based data flows and assists with troubleshooting integration issues.
- Evaluate CRM enhancements and facilitate testing, upgrades, and process improvements to support targeted outreach and donor retention.

Cross-Department Collaboration & Support

- Field internal data requests and provide timely data pulls, reports, and segmentation lists.
- Train staff on data entry, reporting, and CRM best practices.
- Support the Atlanta chapter with interim donation entry and acknowledgment letters. Ensuring all acknowledgment letters meet organizational standards and IRS compliance.
- Collaborate with Development, Finance, Marketing, and Operations to streamline workflows and improve efficiency.
- Communicate frequently with other departments to understand revenue coding needs and ensure proper identification of gifts.
- Other duties as needed and assigned to support the organization.

Success Factors

- Excellent communication skills, both oral and written for communication with international partners, co-workers and donors.
- Works effectively with diverse personalities and work styles to achieve common objectives; Team-oriented with a strong sense of collaboration and ownership.
- Great attention to detail and ability to multi-task, problem solve and prioritize under pressure;
- Creative thinker with commitment to brand standards.
- Completes all assigned tasks within the scope of work and communicates any potential deviations promptly.
- Exceptionally strong worker both independently and in a group setting; Seeks clarification or additional information when needed to ensure task completion.
- Some experience in program coordination, management, and assessment.
- Desire to work in a fast-paced and constantly changing work environment; Demonstrates a willingness to learn new skills and procedures relevant to their role.

Qualifications

- 3–5 years of experience managing a nonprofit CRM (e.g., DonorPerfect, Raiser's Edge, Salesforce NPSP, NeonCRM).
- Strong understanding of data hygiene, database structures, and donor lifecycle tracking.
- Working knowledge of APIs, integrations, or data exchange processes.
- Understanding of SQL or similar query-building concepts
- Excellent organizational skills, communication abilities, and attention to detail.
- Ability to balance multiple priorities and work independently within a collaborative environment.

- Demonstrated commitment to mission-driven work and ethical data management.

Additional Preferred Qualifications

- Experience with reporting or visualization tools (DOMO preferred).
- 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 a minimum of 3 in-office days per week; Mondays and Wednesdays are required in-office.
- Preferred home office location is Richmond, VA. Open to candidates in St. Louis, MO, Atlanta, GA, or the North Carolina Triangle (Raleigh, Durham, Chapel Hill).

COVID vaccinations are mandatory.

World Pediatrics is committed to creating an inclusive work environment and welcome applications from all genders, races, religions, sexual orientations, ages, and any other groups that could bring diverse perspectives to our organization.

Interested candidates should send their resume and cover letter to recruiting@worldpediatrics.org