



**TRINITY HEALTH
JOB DESCRIPTION**

DATE ISSUED: December 2015 DATE REVISED:	DEPARTMENT: Philanthropy Services - 87500
JOB CODE: T1585	JOB TITLE: Manager, Donor Data Management
SALARY RANGE: 14	REPORTS TO: Director, Philanthropy Operations
FLSA: Exempt	APPROVED BY:

POSITION PURPOSE

The Manager of Donor Data Management provides direct supervision to Donor Data Management Educational/Trainers and Application Support Analyst colleagues. Consults and supports on a variety of non-donor facing System Philanthropy Services Operations including, but not limited to, the development and support of organization -wide standard Donor Data Management software application, report development, and the associated education, training and business processes. Support the implementation of the Trinity Health Philanthropy Services Leadership Strategic Goals which will include, but not limited to, system-wide philanthropy standard business requirements and best practices, marketplace trends and technical solutions to enhance the RHM Foundation/Development Office Colleague and Donor experience.

ESSENTIAL FUNCTIONS

1. Knows, understands, incorporates and demonstrates the mission, vision and values of Trinity Health in behaviors, practices and decisions.
2. Oversees day to day activities to support the implementation and ongoing maintenance of Trinity Health's Standard Donor Data Management Application. Responsible for Application Database Standardization, Data Governance and Data Integration Standards that will be deployed across our Regional Health Ministries (RHMs - hospitals).
3. Develops and provides oversight to the education and training plans, materials and delivery of Donor Data Management training to support proper utilization and optimization of the Donor Data Management System and training of data entry standards to achieve Philanthropy Best Practice Processes.
4. Under the leadership of the Director of Philanthropy Operations, leads the support of Donor Data Management Training and Application Support Operations. This will include

enhancing vendor training documentation with Trinity Health Best Practice Workflow and Processes, Donor Database application build standards, application testing standards and application training components to support the implementation and optimize the use of the standard Donor Data Management System.

5. Maintains a working knowledge of all core Trinity Health and RHM Fund Development programs to include Annual Giving, Major Gifts, Planned Giving, On-Line Giving and Integration with Merchant Services, Grateful Patient and Special Event programs as they relate to the functions of the Donor Data Management application.
6. Manages a team of Analysts that provide second level Donor Data Management Application Support, Support the design and development of donor database queries/reports, and Education/Training Support to the RHM Foundations/Development Offices.
7. Supports the evaluation and integration of the Donor Data Management systems and programs with other Trinity Health systems and programs, (i.e. Human Resources, Finance - General Ledger, Data Warehouse imports/exports, etc.).
8. Supports the implementation of Donor Data Management Data Governance, which includes, but is not limited to, Data Entry Standardization Plans, Data Integration, Donor Data Security and Integrity Plans.
9. Responsible for maintaining a Role Based Security Access Management Plan for all Trinity Health and RHM colleagues to ensure proper access to Donor/Patient confidential information in the system-wide standard Donor Data Management application.
10. Provides support in the development of Philanthropy Services and Donor Data Management system education and training programs and materials. Oversees and participates in delivering Donor Data Management training, both in person and virtually, across the organization
11. Maintains an understanding of all RHM roles requiring training to ensure training provides a good foundation for colleagues to utilize the various functions and capabilities to maximize the efficiency of Philanthropy Best Practices within the Donor Data Management application.
12. Provides support in the development and implementation of new application enhancements, configuration/build, testing plans and training plans for future enhancements and/or upgrades to the Donor Data Management Application.
13. Assists the Philanthropy Services Prospect Research and Analytics Manager/Team with various Donor Data Management data needs to support Prospect Research, Analytics and Reporting within the Donor Data Management Application.
14. Stay abreast of changes in Donor Data Management/Fund Development Industry Best Practice and Technology to help design data-supported and data-driven solutions for Trinity Health Philanthropy Services.
15. Under the leadership of the Director of Philanthropy Operations, supports a System Wide Philanthropy Services centralized Donor Data Management gift entry application support program and team to those Regional Health Ministries, Mission Health Ministries

and/or National Health Ministries who do not have resources to support this work in the field.

16. Maintains a working knowledge of applicable Federal, State and local laws/regulations; the Trinity Health Integrity and Compliance Program and Code of Conduct; as well as other policies and procedures in order to ensure adherence in a manner that reflects honest, ethical and professional behavior.

MINIMUM QUALIFICATIONS

1. College degree and/or certification in Information Technology, Business Administration, Fund Development with an emphasis in Technology, Health Administration and/or an equivalent combination of educational and work experience is required.
2. 5-7 years of previous experience with Managing Applications and/or Technology Training and Support Teams preferably in a Fundraising/Donor Data Management application in a Healthcare or Higher Education setting.
3. Strong Managerial skills with proven ability to manage day to day operations and motivate people and teams.
4. Strong understanding of reporting software development tools within a large database.
5. Develops collaborative relationships with other Trinity Health leaders and colleagues across the system.
6. Ability to operate in a self-directed manner under frequently changing structures, requirements and work priorities.
7. Motivated by difficult assignments and new challenges as demonstrated by willingness to learn new things, start new programs and assumption of tasks beyond current skill levels.
8. Ability to support and implement project work plans at the detailed task level.
9. Ability to communicate effectively with all colleagues and ability to produce strong written and oral communications, presentations, and training materials.
10. Identifies innovative uses for existing and/or emerging technologies and processes.
11. Strong interpersonal, consultative and relationship building skills in order to initiate and develop productive working partnerships with all levels of management/leadership and colleagues.
12. Strong proficiency in implementing application build, testing, training and support processes.
13. Proficiency in applying project management, change management, process improvement methodologies, coaching/mentoring techniques in a complex enterprise to achieve desired objectives.

14. Must be able to operate effectively in a collaborative, shared leadership environment.
15. Advanced proficiency with Microsoft Product Suite, (MS Outlook, Word, Excel, PowerPoint and Visio) is preferred.
16. Must possess a personal presence that is characterized by a sense of honesty, integrity and caring with the ability to inspire and motivate others to promote the philosophy, mission, vision, goals and values of Trinity Health and of Trinity Health Philanthropy Services.

PHYSICAL AND MENTAL REQUIREMENTS AND WORKING CONDITIONS

1. Must be able to adapt to frequently changing work priorities, and be able to prioritize and balance the requirements of working with the Trinity Health System Office and Regional Health Ministries (RHMs) and the balance of life outside of Trinity Health.
2. Must possess good manual dexterity in order to operate a computer keyboard and other personal computer/tablet technology.
3. Must possess good verbal and hearing skills in order to be effective on extensive telephone conference calls and for in person communication.
4. Must be able to travel to the various Trinity Health RHM sites as needed to support application go-lives and special training needs. Please Note: Implementing virtual Training and Support programs is preferred to limit travel expenses.

The above statements are intended to describe the general nature and level of work being performed by persons assigned to this classification. They are not to be construed as an exhaustive list of duties so assigned.