

DonorSnap Manager

Job Description

DonorSnap (DS) is the cloud-based database software used by Friends of Sleeping Bear Dunes to manage our members, their volunteer activities and donations. This database is used to send mass e-mails to our members and those who subscribe to our newsletters. The role of the DonorSnap Manager is to be familiar with the capabilities and limitations of the database, provide training and assistance to Friends staff, and perform periodic tasks like uploading volunteer hours from the Friends web site into DS. **Importantly, fulfillment of the duties of this position may be split between a “Lead” Manager and an “Assistant” as deemed appropriate and practicable.**

The duties of the DS Manager include:

- Develop “how to” documentation for board members and staff.
- Work with staff members to develop and document work processes for activities that use DS.
- Change screen layouts and operations of DS to match work processes.
- Conduct training as requested by staff members.
- Provide a “Help Desk” to assist staff members when they need help with DS.
- Create and modify reports for staff members.
- Process donations and Thank You letters in a timely fashion.
- Upload volunteer hours monthly from the Friends web site to DS and send reports to Project Managers as requested.
- Conduct monthly updates of calculated fields and database clean-up processes.

Required Experience

- Experience with the following products is helpful
 - DonorSnap
 - Excel
 - Google Drive and G-Suite
 - Word Press
- Friends of Sleeping Bear Dunes will provide training in these software packages as needed.

Required Training

DonorSnap provides online training

Time Commitment

5-10 hours per week