



JOB DESCRIPTION

JOB TITLE: Donor Database and Events Specialist

REPORTS TO: Chief Development Officer

EMPLOYMENT STATUS: Full-time

FLSA STATUS: Non-Exempt

MANAGING: N/A

POSITION OVERVIEW:

The Donor Database and Events Specialist supports the Lake George Association's fundraising and donor engagement through accurate donor information, timely gift processing and acknowledgments, reliable reporting, and effective event coordination. Approximately 75% of the position's time is dedicated to donor database and development operations, including maintaining records, preparing reports, and supporting financial reconciliation. The remaining 25% supports event registration, ticketing, logistics, and follow-up in collaboration with staff, venues, and vendors. The Specialist applies technical expertise and independent judgment within established priorities and procedures, recommends improvements, and refers policy, budget, and strategic decisions to leadership.

KEY RESPONSIBILITIES

Donor Database and Development Operations

- Serve as the primary administrator of LGA's donor database within established policies and procedures, maintaining accurate and consistent donor, gift, interaction, event, and tribute records.
- Apply and maintain standardized database practices and data governance procedures to support consistent reporting, donor tracking, and relationship management across the organization; recommend changes for approval.
- Carry out gift processing activities, including data entry, acknowledgment preparation and tracking, and coordination with development staff to ensure timely, accurate donor stewardship.
- Maintain donor data integrity and quality through routine reviews, updates, and duplicate resolution; implement approved data and system improvements.
- Generate and distribute reports to support fundraising campaigns, donor engagement, and leadership decision-making.
- Support development staff by recording and tracking donor engagement activities, event participation, and fundraising initiatives within the database.
- Identify issues and recommend practical improvements to database functionality, reporting capabilities, and operational workflows.



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- Work with the Chief Development Officer and Membership & Development Manager to provide donor information for prospect engagement; research, analyze, compile, and organize donor and prospect data, and prepare confidential materials with appropriate discretion.
- Coordinate mailings of acknowledgments, pledge reminders, appeals, and other solicitations, including preparing mailing lists, performing mail merges, and preparing materials or coordinating with a mailing vendor to ensure timely and accurate delivery.

Events Coordination

- Coordinate assigned events under the direction of the department lead responsible for each event, with the Chief Development Officer establishing overall workload priorities and resolving competing demands across assignments.
- Coordinate assigned event timelines, registration, ticketing, attendee records, and logistics within approved plans and budgets.
- Work with staff, venues, and vendors to confirm arrangements, track commitments, and address logistical needs.
- Organize event materials supplied by the appropriate teams and coordinate their production, delivery, and placement.
- Support event setup, registration, and on-site delivery, coordinating with staff and volunteers as assigned.
- Compile post-event attendance and financial information, update donor engagement records, and support acknowledgments and donor follow-up.
- Identify issues and recommend practical solutions; refer changes requiring policy, budget, or strategic decisions to leadership.

CORE FUNCTION TIME ALLOCATION

This position is expected to allocate approximately 90% of time to donor database, development operations and development events within Financial Development and 10% to event coordination with Community (5%) and Solutions (5%).

REQUIRED QUALIFICATIONS

Donor Database and Development Operations

- Experience administering a donor database or CRM system, including data entry, reporting, and data integrity practices.



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- Ability to process gifts, prepare and track acknowledgments, and maintain accurate donor, membership, and pledge records.
- Strong attention to detail and ability to organize, review, and analyze data to support fundraising campaigns, donor engagement, financial reporting, and reconciliation.
- Ability to prepare mailing lists, perform mail merges, and support timely, accurate donor communications.

Events Coordination

- Ability to coordinate event timelines, registration, ticketing, materials, and logistics within established plans and budgets.
- Ability to track arrangements and follow through on commitments with staff, volunteers, venues, and vendors.

Communication and Collaboration

- Clear written and verbal communication skills, including the ability to prepare accurate donor-facing correspondence and explain database information to colleagues.
- Strong interpersonal skills and a responsive, professional approach to supporting donors and colleagues.
- Ability to collaborate across departments and work effectively under the direction of the department lead responsible for each assigned event.

Organization and Professional Judgment

- Strong organizational skills and the ability to manage multiple assignments, deadlines, and priorities.
- Ability to work independently within established procedures, identify issues, recommend practical improvements, and seek guidance when decisions exceed assigned authority.
- Sound judgment and discretion in handling confidential donor and financial information.
- Commitment to accurate, timely, high-quality work and continuous improvement.

PREFERRED QUALIFICATIONS

- Bachelor's degree in business administration, information management, nonprofit management, or a related field, or an equivalent combination of education, specialized training, and relevant professional experience.



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- At least 2 years of professional experience in donor database administration, development operations, or a related field.
- Familiarity with Bloomerang and integrated online giving and event registration tools.
- Experience coordinating events, including registration, ticketing, logistics, and arrangements with venues and vendors.
- Experience working in nonprofits.
- Desire to work in an innovative, collaborative, and mission-driven culture.
- Personal interest in conservation and environmental protection.
- Personal interest in or connection to Lake George or the Adirondacks.

ORGANIZATIONAL STANDARDS

The following expectations apply to all positions at the Lake George Association:

- Advance LGA's mission through a science-informed, equity-minded, and solutions-focused approach to protecting Lake George.
- Commitment to diversity, equity, and inclusion and the ability to contribute to a respectful, supportive, and inclusive workplace.
- Proficiency in Microsoft Word, Excel, Outlook, and PowerPoint, with additional role-specific software where appropriate.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodation may be made to enable individuals with disabilities to perform the functions.

- Available nights and weekends as needed for programs and events especially during summer months, May – September.
- Work is performed in an office environment and requires the ability to operate standard office equipment and keyboards.
- Must have the ability to lift and carry small parcels, packages and other items, to walk short distances, and drive a vehicle to deliver and pick up materials.

NOTE: This job description in no way states or implies that these are the only duties to be performed by the employee(s) of this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities.



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To perform this job successfully, the employee(s) will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities.

The Lake George Association is an equal opportunity employer, drug-free workplace, and complies with ADA regulations as applicable.