



Donor Services Manager

OUR MISSION

The Marine Mammal Center advances global conservation through marine mammal rescue and rehabilitation, scientific research, and education.

WHAT MOTIVATES OUR WORK

The ocean is in trouble. From the depletion of fish stocks to increasing ocean temperatures, human activity threatens marine ecosystems that are vital to the health of our ocean and all life on earth. As a critical first responder to these threats, The Marine Mammal Center is leading the field in ocean conservation through marine mammal rescue, veterinary medicine, science, and education. Marine mammals are ecosystem indicators, and these animals provide insights into human and ocean health threats. Together, we are taking action today to support a network of scientists and stewards to protect our shared ocean environment for future generations.

To advance our mission, we focus our work in **three** key program areas:

- 1. Animal Care:** With a volunteer force numbering more than 1,200 and the support of a concerned public, the Center is able to respond to marine mammals in distress. Sick and injured animals are treated and rehabilitated at our state-of-the-art veterinary facilities where we care for our patients until they can be released back to their ocean home. Covering a rescue range that spans 600 miles of California coastline and the Big Island of Hawai'i, the Center responds to more stranded marine mammals than any other organization in the world. Our sought-after experts are deployed locally and internationally to provide technical veterinary expertise and training on best practices ranging from anesthesia to disentanglement.
- 2. Scientific Research:** The Center is a major contributor to the global body of research and knowledge about marine mammal medicine and health. Our veterinary experts develop new clinical techniques to improve marine mammal rehabilitation and care, and investigate the reasons why marine mammals strand and how these factors are connected to ecosystem and human health. Our scientists also investigate how marine mammals use and interact with their ocean environment to better understand and protect them from many threats. Learning from every animal we respond to and studying animals in the wild, our researchers identify novel diseases and pathogens, support endangered and threatened species conservation, identify and help mitigate human-caused threats and partner with scientists around the world on collaborative research that utilizes samples and data collected by the Center. Marine mammal health, ocean health and human health are inextricably linked, and our work advances knowledge of all three to benefit us all.
- 3. Education:** As a teaching hospital, the Center serves as a vital training ground for veterinary professionals from across the globe, expanding the collective understanding

and application of marine veterinary science and conservation. Our innovative school and public education programs build a sense of responsibility through a connection to marine mammals and the marine environment, inspiring future ocean stewards and promoting action to protect the ocean. Each year, these education programs and hands-on trainings reach more than 100,000 children and adults, supporting the next generation of informed scientists and engaged citizens who will care for and ensure the health of our ocean and environment.

ABOUT THE ORGANIZATION

The Marine Mammal Center was founded in 1975 by three local citizens: Lloyd Smalley, Pat Arrigoni and Paul Maxwell. Since then, and thanks to their vision, the Center is now a global leader in marine mammal health, science and conservation and is the largest marine mammal hospital in the world. The Center operates physical locations in Sausalito, Morro Bay and Moss Landing, CA, as well as in Kona, Hawai‘i, and has an annual operating budget of \$11.5M. A team of 80 staff and 1,200 actively engaged volunteers make the Center’s impact possible and keep the Center operating 24 hours a day, 365 days a year.

Summary/Objective:

The Donor Services Manager is a member of the Center’s Development and Communications team and oversees daily gift processing operations, acknowledgements and supports database operations. This position manages the processing personnel in support of The Marine Mammal Center’s dynamic and high-energy team. This position will report to the Donor Stewardship and Database Administrator.

Key Responsibilities:

Oversee Gift Processing: Responsible for planning, delegating and managing the gift processing team. Duties include:

- Oversee all gift processing and acknowledgement ensuring the system meets all audit requirements
- Manage gift entry staff and volunteers; responsible for training, task coordination, gift entry accuracy and ensuring production of donor acknowledgements in a timely manner
- Manage donor acknowledgement and receipt process for all donors and constituent groups, manage inventory, and ensure that acknowledgment templates are up to date
- Develop and maintain efficient internal contribution tracking systems, ensure proper gift documentation, verify contribution designations, and coordinate with Finance to ensure gift data is coded properly
- Develop workable solutions when confronted with challenges and/or ambiguity; take a structured approach to problem solving using data to make decisions
- Gift entry will be a regular part of this position requiring additional coverage when processing personnel are out of office and during high volume periods
- Maintain forms used internally and in the retail store

Ensuring Database Integrity: Responsible for ensuring that the system is clean and meets all audit requirements. Duties include:

- Develop, document and train procedures and standards for gift processing and related systems
- Responsible for data integrity by following and establishing quality assurance protocols, processes, documentation, and training
- Ensure constituent records are updated on an ongoing and timely basis
- Conduct regular audits of data entry to ensure accuracy
- Coordinate clean-up projects among data processing team in collaboration with team members

Maintaining Efficient Database and Operations: The Donor Services Manager supports effective database management and systems. Responsibilities include:

- Continuously identify ways of making processes more efficient and effective while also providing possible solutions
- Conduct global changes and/or imports to maintain data
- Maintain integrations with other systems, such as online fundraising and general ledger
- Create and run complex queries, reports, mailings, imports and exports on a routine and as-needed basis as required
- Collaborate with teams to evaluate and measure system viability

Attributes and Qualifications of a Successful Candidate:

- Demonstrated experience with planning, delegating and managing a gift processing/data services function in a nonprofit fundraising organization
- 3 - 5 years of experience with Blackbaud's Raiser's Edge 7 or RE NXT
- 2 - 3 years supervisory experience
- 3 - 5 years of administrative/development experience and a B.A. degree from an accredited college or university, or an equivalent combination of training and experience
- Expert data entry skills; excellent attention to detail, highly organized and systematic
- Ability to work both independently and collaboratively, with a talent for building strong and productive relationships within and across teams
- Quick learner who can apply skills from trainings (online and otherwise)
- Proven ability to organize and prioritize work, take initiative, resolve problems and follow through to ensure goals are met in a timely manner
- Ability to multi-task and work in a fast-paced environment
- Strong oral and written communication skills
- Excellent computer skills including Microsoft Word and Microsoft Excel
- Ability to develop and effectively leverage systems and tools to meet deadlines, fulfill commitments, and achieve goals
- Experience with Luminate Online/Convio, ImportOmatic and Research Point highly desirable
- Sit at a desk for extended periods of time using a computer screen
- Occasionally lift a box weighing approximately 20 pounds

- Hospital environment with access to other parts of the facilities via outdoor pathways; limited exposure to zoonotic diseases
- Car or transportation to/from the Marin Headlands is required

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

To Apply: <https://recruiting.paylocity.com/recruiting/jobs/All/9c4f5683-4962-4559-ad7b-cd2c80e7a868/Marine-Mammal-Center>