PILCHUCK GLASS SCHOOL

DATABASE COORDINATOR

About Pilchuck

Pilchuck Glass School (PGS) is an international center for glass art education. Our serene campus in Stanwood, Washington, is nestled in the foothills of the Cascade Mountains on a former tree farm. PGS has a gallery and administrative office in Seattle, Washington, located in historic Pioneer Square.

From May through September every year, our program offers a series of courses as well as residencies for established artists in all media. Sessions vary in length and offer five concurrent courses in a variety of glass working processes for artists of all skill levels. Small classes taught by world-renowned artists and instructors emphasize experimentation and teamwork while fostering individual initiative and expression.

Additional information can be found at www.pilchuck.com.

About the position

The Database Coordinator provides support for program and development by managing donor and student records including set up, updates, payment processing for tuition and gifts, and all related communications with these constituents. To accomplish this, the Database Coordinator works closely with the Development team, the Education Coordinator and Registrar, and Finance team as well as PGS external partners and outsource service providers. The Database Coordinator reports to the Director of Development. The position works primarily in Seattle and occasionally in the Stanwood campus.

Position responsibilities

- Function as primary database administrator and manage all aspects of Raiser's Edge software including queries, coordinating database training for staff, documenting policies, procedures and maintaining a working manual.
- Maintain database records including entering donor and student profiles, contacts, address changes, and other pertinent information.
- Process donations and tuition payments (by mail, phone and on-line), pledges and receivables and event reservations.
- Reconcile database to general ledger to ensure data integrity.
- Prepare donor and student communications including payment acknowledgment letters, pledge and receivable invoices, year-end donor statements, and other receipts and confirmations.

- Responsible for maintaining event reservations in database, and processing confirmations and ticket payments for all events including campus tours, recognition events, and the annual auction.
- Works closely with staff and volunteers to prepare registration materials and ensure a smooth registration process at events.
- Serves as liaison with online payment processing vendors.
- Maintain the integrity of the database, including performing systematic cleanup, imports/exports, global updates, attributes and code table management, and other maintenance when needed.
- Produce reports and targeted mailing lists to support fundraising, student and alumni programs, and finance functions.
- Administer email subscription preferences in conformance with federal standards.
- Performs other operational and administrative duties, including follow up on web, telephone and email inquiries.
- Undertake other duties as assigned.

Required skills

- Flexible approach to carrying out responsibilities combined with a sense of humor.
- A self-starter with strong organizational skills and ability to manage multiple priorities within deadlines.
- Strong problem-solving skills.
- Ability to analyze and improve process to contribute to organizational efficiencies.
- Strong verbal and written communication skills.
- Ability to work effectively with a diverse constituency including donors, students and employees.
- Discretion in managing confidential information.

Minimum Qualifications

- Bachelor degree in business related field.
- Experienced in use of Blackbaud Raiser's Edge (minimum of 1 year).
- Skilled user of Microsoft Office including Word, Excel and Outlook.
- Working knowledge of online payment processing (Blackbaud and Greater Giving a plus).
- Experience in a nonprofit environment preferably in Fund Development.

To Apply

Email resume and cover letter addressing relevant experience and interest in the position to Lauren Mercurio at jobsearch@pilchuck.com. The email subject line should say "Database Coordinator [your name]". Name attached files a label that also includes your name. The position will remain open until filled*.*