

Organization: MSI United States

Job Title: Development & Database Associate

Location: Washington, DC

We're not your ordinary NGO. We're a small group in the US, but 9,000 team members strong across 37 countries in Africa, Asia and Latin America. Midwives, nurses, doctors, outreach teams, fundraisers, supply chain managers and more who all share one common characteristic: **a commitment to choice and a willingness to overcome every obstacle to reach the people who are counting on us for lifesaving reproductive healthcare.**

Everything we do is steeped in data and our impact is measured and impressive. In 2022, we made it possible for 21.1 million clients to access contraception, safe abortion or post-abortion care services. That year, we prevented 14.6 million unintended pregnancies, 7.2 million unsafe abortions and 42,600 maternal deaths.

But at this critical turning point in global reproductive rights, there's so much more to do. We're looking to build out our dream team to take on our ambitious US strategy.

If you want to be inspired and feel great about what you do, let's talk.

The Role

The Development & Database Associate is responsible for the accurate, efficient entry and maintenance of MSI United States' donor data as an integral member of the development team. In addition to gift processing and database administration, this position serves as a bridge between our Development, Finance, and Marketing & Communications teams by providing critical support for donor relations, financial reconciliation, and our direct mail program. This role joins a data-driven team with a donor-centric stewardship culture, and the ideal candidate will enjoy being an early-knower about new available tools to drive efficiencies and improve data systems and will communicate with supporters in equal measure. For many of our individual donors, the Development & Database Associate is the frontline face and voice of our organization.

The Development & Database Associate is responsible answering our office telephone line, managing our general office email inboxes and collecting mail from our DC post office box. The Development & Database Associate reports to the Development Officer and provides operational support to the Individual Giving team. This role is based out of our Washington, DC office, with the possibility of some remote work.

Key Responsibilities

Gift Processing & Data Management

- Responsible for all aspects of gift processing, including gift entry for all gifts received by MSI US, payment processing for donors as needed, and timely acknowledgment of all offline gifts from unassigned individual donors.

- Maintain the accuracy of all donor data, troubleshooting known problems, and executing clean-up projects in partnership with the Development Officer.
- Prepare weekly gift reports on individual, institutional, and corporate giving.
- Support monthly, quarterly, and annual reconciliation of Finance's reporting against development data from the CRM.
- Support the Individual Giving team by providing database support and contributing to other projects as needed, including donor data analysis.
- Maintain written documentation of gift processing and data management policies and update as necessary.

Donor Relations

- Ensure the smooth processing of our recurring donor payment plans, monitoring our donation platform for processing issues and reaching out proactively to recurring donors as needed.
- Support excellent donor stewardship of our donors by working with the Development Officer on projects such as prospect research, virtual events, donor thank you calls, and special mailings to donors giving under \$1,000 annually, with the ultimate objective of managing a personal portfolio of qualified small-dollar donors who are able to give more.
- Manage the MSI US office telephone line and general email inbox, forwarding inquiries to the appropriate staff member as needed and responding to inquiries from unassigned donors and other prospective supporters.

Direct Mail

- Prepare bimonthly gift reports for direct mail vendor and other gift reports as needed.
- Prepare segmented mailing lists for direct mail campaigns, ensuring they are represented in the CRM.
- Prepare weekly reports on direct mail performance (house and acquisition) and provide regular updates to the Marketing & Communications Director and the Development Officer.
- Attend biweekly meetings with our direct mail vendor and provide insight into data-related issues as they arise.

Requirements

- 2+ years of nonprofit experience, working in a development, administrative and/or operational role.
- Can-do attitude and willingness to step in and help support the team when needed.
- Excited to represent MSI in a forward-facing role, bringing a positive and responsive attitude to conversations with donors and members of the public (experience with customer service or other public-facing roles is a plus).
- Knowledge and experience with data entry and working within CRM systems (experience with gift processing is a plus).
- Ability to function effectively with a minimum of daily direction and support; can solve problems and make decisions independently and in a creative manner.
- Ability to prioritize workflow and manage multiple projects with competing demands while having a clear understanding of deadlines.

- Strong commitment to results, excellent attention to detail, strategic thinking, and problem-solving skills.
- Proficiency in Microsoft Office Suite.
- A commitment to and passion for MSI's mission and a person's right to reproductive choice.
- Ability to be on site at least 3 days a week in our Washington, DC office.

Personal Attributes

If our mission matches your personal beliefs, and you want to put your enthusiasm, empathy and positive outlook to work, we can offer you an atmosphere of dynamic challenges where you'll be part of a global team transforming lives. Your confidence and resourcefulness will help deliver high-impact programs in collaboration with donors to ensure our clients receive the highest quality of services and access to choice.

Team Member Benefits

You will receive an excellent package of benefits that is second to none in the marketplace today. Beyond being very competitive in our salaries in any of the markets where we have team members, we offer 100% employer paid medical & life insurance benefits, paid medical and parental leave, and a five percent employer contribution to a 403(b) retirement plan - with no matching requirements on your part. We believe in work-life balance and personal + professional growth opportunities, and you will start with 5 weeks of annual leave to enjoy and pursue them!

We provide equal opportunities to all persons without discrimination in all aspects of employment, including recruiting new team members. We are committed to act fairly and prevent discrimination on the basis of sex, race, marital status, sexual orientation, gender identity, beliefs or any other irrelevant factor.

How to apply

Please send your resume along with a cover letter to msi-us@msichoices.org with the subject line:

HR: Development & Database Associate - (insert your name).

For more information about MSI United States, please visit our website at www.msiunitedstates.org