



Database Specialist

739 Paw Paw Drive, Holland MI 49423

Development / Full-Time, Salaried / On-Site

As a key technical and analytical lead within the Development team, the **Database Specialist** is responsible for the overall management, integrity, and strategic utility of Community Action House's donor database (CRM). This role oversees end-to-end gift processing (including cash, checks, credit cards, ACH, and in-kind), maintains data hygiene, builds standard operating procedures (SOPs), and leads cross-departmental CRM integration to ensure high data integrity across the agency.

Working closely with the Annual Fund Manager, the Finance team, and broader Development staff, the Database Specialist delivers critical reporting—such as weekly donation reports, open pledge reconciliations, and grant tracking—to ensure fast, accurate donor acknowledgment, audit readiness, and actionable fundraising strategy.

Responsibilities & Essential Duties

DATABASE ADMINISTRATION, INTEGRITY & OPERATIONS

- Manage all aspects of the constituent relationship management (CRM) database, serving as the primary administrator for data integrity, hygiene, security, and continuous clean-up projects.

- Build, document, and maintain database Standard Operating Procedures (SOPs) and data-entry standards to ensure consistency across the organization.
- Drive cross-departmental adoption and integration of the CRM, establishing workflows that connect development data with agency-wide operations.
- Create database segments, appeal lists, event invitation lists, and custom profiles to support targeted donor communications, solicitations, and stewardship.
- Train staff members on CRM functionality, user access, and proper data input protocols.

GIFT PROCESSING & STEWARDSHIP ENABLEMENT

- Lead fast and accurate donation entry for all revenue streams, including online, ACH, credit card, cash, check, stock, and in-kind contributions.
- Oversee failed payment notifications and payment exceptions, taking immediate corrective action to resolve billing issues.
- Ensure rapid, high-quality donor acknowledgment letters and tax receipts are generated and distributed.
- Prepare and manage the donor stewardship call log to empower development leadership and major gift officers in timely donor outreach.

REPORTING, ANALYTICS & GRANT TRACKING

- Generate and distribute the Weekly Donation Report to track real-time fundraising progress against revenue targets.
- Manage grant tracking and reporting within the database, ensuring proposal deadlines, reporting schedules, and grant revenue are accurately logged and monitored.
- Produce analytical reports, donor engagement trends, and campaign performance metrics to guide fundraising strategy.

FINANCIAL ALIGNMENT & RECONCILIATION

- Conduct open pledge reporting and routine monthly reconciliations in close partnership with the Finance and Development teams.
- Ensure seamless, timely data flow between the CRM and financial systems to maintain audit readiness and accounting precision.

- Partner with Finance to track revenue streams, reconcile pledge balances, and resolve accounting discrepancies.

Qualifications

- Proven expertise in managing non-profit CRMs with progressive growth and ownership of the system (e.g., Virtuous, Raiser's Edge, Bloomerang, Salesforce, Neon, or similar fundraising databases).
- Strong understanding of non-profit accounting principles, revenue reconciliation, grant tracking, and financial reporting.
- Exceptional attention to detail, precision in data entry, and commitment to maintaining strict data privacy standards.
- Demonstrated ability to create clear database SOPs, maintain clean systems, and drive CRM adoption across departments.
- Highly self-motivated with proven time-management skills to run routine reports, resolve failed payments, and execute complex data projects concurrently.
- Excellent collaborative and communication skills to work effectively with Development, Finance, Volunteer Experience, Communications, and external partners.
- Genuine passion for our mission and a commitment to upholding our team's core values: *Radically Welcoming, Guest-Centered, Lead with Kindness, Curiosity-Driven, Always Improving, Collaborative by Design, Contagious Commitment, & One Team.*

Education & Experience

- 2+ years of dedicated database/CRM experience highly preferred
- Some college required. Bachelor's Degree preferred.; or in place of a degree, equivalent years of experience
- Basic conversational Spanish proficiency desired

Position Details

Position Type: Full-time Regular

Overtime Status: Exempt

Reports To: Annual Fund Manager

Direct Reports: None

Department: Development

Primary Location: Food Club & Opportunity Hub

Compensation & Benefits: \$53,500 to \$61,500

Supervision Received, General Direction: Receives broad guidance and direction and has some autonomy in decision-making and flexibility in determining how to achieve goals. Supervisor provides support and resources as needed but may not be directly involved in day-to-day decision-making or task assignments.

Supervisory Responsibilities, Informal Supervisor: Does not have formal people leading (supervisory) responsibilities. May influence others based on their expertise or relationships; lead projects with other teammates; and/or provide guidance or mentoring to other colleagues.

Physical Requirements

- *Frequently work in stationary position*
- *Occasionally move about work area*
- *Continuously use eyesight clarity/accuracy or visual perception*
- *Continuously read and understand written word*
- *Continuously operate computer and general office machines*
- *Occasionally work outside in variable weather conditions*
- *Occasionally ability to push, pull, and lift up to 25 pounds*

Other Factors

- Access to consistent and reliable transportation
- Evening hours occasionally, on a pre-scheduled basis

- Weekend hours occasionally, on a pre-scheduled basis

\$53,500 - \$61,500 a year

About Community Action House

Since its founding in 1969, Community Action House has been the focal point of community efforts to provide critical support and pathways out of poverty for our neighbors in need. Our community-powered work takes a client-centric approach that meets people wherever they are at and offers services that enhance ownership and agency. Our work is organized in three interconnected areas: Food Access, Resource Navigation, and Financial Wellness. Welcome, excellence, and collaboration are some of our core values. (www.communityactionhouse.org)

In October 2021, we launched our new 'Food Club & Opportunity Hub' to expand efficient, impactful healthy food assistance with the on-site integration of other pathway programs. More recently, we announced a partnership with Dwelling Place to help address the affordable housing crisis here in Holland. In July 2023, we publicly launched our expansion of Lakeshore Food Rescue. (www.lakeshorefoodrescue.org)

In April 2026, we are launching our second Resale Store in Holland, MI. Our first Resale Store has proven that it can generate consistent, flexible funding that directly supports our work—while also providing practical resources for the people we serve. A second store allows us to scale that success. It's a high-impact use of community assets: turning donated goods and volunteer engagement into reliable income, reducing our dependence on fluctuating grants and charitable contributions. (<https://www.communityactionhouse.org/resale-expansion>)

Organizational budget: \$14M+ (inclusive of \$7-8M of in kind support)

Agency Size: 80 staff and 3,000+ annual volunteers

Our Values

Who we are. Who we aspire to be. What drives us. What unites us.

- > Radically Welcoming
- > Guest-Centered

- > Lead with Kindness
- > Curiosity-Driven
- > Always Improving
- > Collaborative by Design
- > Contagious Commitment
- > One Team

If you're excited to collaborate on our mission, grow your skills, and be part of a team that deeply cares, we'd love to hear from you.

Applications

An application is required to be submitted through our Jobs page of our website. Interviews are conducted on a rolling basis. The application process includes a phone interview and two onsite interviews. Community Action House will ensure that persons with disabilities are provided reasonable accommodations for the hiring process. If a reasonable accommodation is needed, please contact accommodations@communityactionhouse.org - thank you.

Equal Opportunity Employer

Community Action House is committed to creating a diverse work environment and is proud to be an equal opportunity employer. We do not discriminate on the basis of race, religion, color, sex (including pregnancy, childbirth, medical condition related to pregnancy or childbirth), sexual orientation, and gender identity, national origin, disability, age, genetic information, height, weight, marital status, veteran status, or any other status protected under applicable federal, state, or local laws. We encourage applicants of all backgrounds to apply.

Note: This job posting is a description of the typical duties of this position, and is not intended to be a comprehensive list of all duties. Job incumbents may be asked to perform other duties as required.

[Community Action House Home Page](#)

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