

# MASONIC VILLAGE

## POSITION DESCRIPTION

Position Title: Data Support Specialist FLSA Status: \_\_\_\_\_\_\_\_\_\_\_\_\_\_

Department: Office of Gift Planning

Supervisor Title: Director of Annual Giving and Operations

**I. POSITION OBJECTIVE**

The Data Support Specialist is responsible to gather information on members and donors necessary to validate and cleanse data from incoming external sources and existing member records for purposes of maintaining accurate records to advance the goals of the Masonic Charities and Masonic Villages of the Grand Lodge of Pennsylvania to effectively market, fundraise and Outreach.

**II. ORGANIZATIONAL COMPETENCIES**

**Serving Others**

* Listens to their customers to identify and clarify their needs.
* Works with leadership and co-workers to develop workable solutions that best fit the needs/wants presented by the customer.
* Maintains a beneficial working relationships with all of our customers through continued communication.
* Customer is defined as resident, families, co-workers and vendors.

**Teamwork**

* Exhibits teamwork through the ability and willingness to work and communicate with the members of the organization in achieving Masonic Villages’ goals.
* Provides support and resources to assist in the success of the team and how it interacts with other teams within the organization.
* Provides timely, constructive, and respectful feedback to the team and team goal(s).
* Assists co-workers in the completion of tasks.

**Trust and Respect**

* Exhibits actions and behaviors that are respectful toward creating an environment where all individuals are treated with compassion, dignity, and honesty.
* Relationships are built on treating others as we want ourselves to be treated. Exhibits an understanding and acceptance of cultural differences.
* Respect for co-workers in timely attendance, active engagement at meetings and following through on the completion of job duties or assignments.

**Personal Accountability**

* Engaged in the success of the organization through commitment to Masonic Villages Mission, Vision, and Values. Personally adheres to the Personnel Policy Handbook and the Code of Conduct of the Masonic Villages.
* Assists co-workers and others in following the established employment guidelines and policies of the Masonic Village.

**Personal Responsibility**

* Takes ownership of his/her actions and words.
* Models behavior that results in thoughtful decision making, critical thinking, and problem solving.
* Successfully completes assigned tasks and job duties, and if needed, requests guidance/assistance for tasks and job duties from leadership and co-workers.
* Willingly assists co-workers as they learn new tasks and job duties and will assist with the completion of a job or task that requires more than one person for completion.
* Is punctual to begin work at the designated start time of each shift and leaves work at the designated end time of each shift.
* Understands that consistent work attendance is required and avoids excessive absenteeism. Will follow Masonic Villages and/or departmental guidelines for attendance.

**III. ESSENTIAL FUNCTIONS/PROFESSIONAL COMPETENCIES**

1. Monitor data handling and information flow for membership and donor management systems. Provide oversight of data field structures and data standards in both systems, oversee and monitor the quality, accuracy and integrity of record management in each database system.
2. Recommends and, with approval, implements changes and enhancements to the donor management database. Stays abreast of best practices. Works with the Director of Annual Giving and Operations and the Membership Administrator on developing and implementing processes to ensure the collection and data editing is maintained.
3. Update and maintain membership and donor management systems with a high degree of accuracy. Create new records in Raiser’s Edge, as needed. Maintain records as needed by doing routine audits of data for deficiencies and cleansing records.
4. Develop audit reports for purposes of cleansing records.
5. Prepare and distribute monthly closing for the Donor Information Office and Finance to include reports, check requisitions and journal entries.
6. Serves as an active member of the team, contributing to the refinement of processes and procedures.
7. Interact with fellow employees, lodge secretaries and customers in a highly professional manner through phone calls and letters. Keep the Director of Annual Giving and Operations informed of any pertinent information.
8. Performs related duties as required or deemed appropriate to accomplish the responsibilities of this position or assigned as other tasks.

**IV. KNOWLEDGE / EXPERIENCE REQUIREMENTS**

1. Experience in data entry. Tech-savvy and quick to learn.
2. Degree in computer science or business administration
3. Strong problem-solving and analytical skills
4. Ability to understand internal business processes and how they relate to functionality within database best practices
5. Detail oriented with a critical degree of accuracy regarding data entry and analysis.
6. Provides a positive attitude and excellent customer service
7. Ability to work well as a team member
8. Prior experience in financial accounting a plus

**VI. PHYSICAL JOB REQUIREMENTS**

**See Physical Job Requirements Checklist in Human Resources**

**VII. APPROVALS FOR POSITION DESCRIPTION**

 Joyce E. May

Name (Please Print) Signature

Director of Annual Giving and Operations

Title Date

*The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.*