



Position title: Database Coordinator

Reports to: Individual Giving Officer

Compensation: \$26.00-\$28.80 per hour, FTE, benefits, non-exempt

Location: Middleton, WI (On-site)

SUMMARY

WayForward Resources brings our community together to create food security and housing stability through action and advocacy. We provide access to nutritious food for people throughout Dane County and support that helps people stay in their homes in Middleton, Cross Plains, and parts of west Madison.

WayForward Resources is seeking a highly organized and detail-oriented Database Coordinator who plays a vital role in supporting the organization's fundraising and donor engagement efforts. This position reports directly to the Individual Giving Officer and works collaboratively with the Development and Operations teams to support the organization's fundraising and engagement goals and mission.

The Database Coordinator is responsible for the timely processing, entry, maintenance, and reconciliation of financial contributions, pledges, and in-kind contributions within the organization's donor database. This position provides operational support by managing data quality and generating reports, lists and metrics. These duties support fundraising strategy for campaigns, appeals, and events and facilitate timely donor acknowledgments and stewardship activities. Serving as an additional point of contact for donor phone and email inquiries related to gifts and records, this individual delivers exceptional customer service while maintaining confidentiality and professionalism.

At WayForward, we believe in investing in employees so they can be successful and are interested in staying at the organization long term. We are committed to providing a positive work environment as well as the structure and resources needed for this position to succeed.

ESSENTIAL RESPONSIBILITIES

Gift Processing & Data Entry (50%)

- Process incoming donations, including online gifts, checks, cash, recurring gifts, stock gifts, in kind contributions and other gift vehicles
- Create and manage pledges, including pledge reminder correspondence
- Accurately and efficiently enter donor information into the donor database

Database Management & Reconciliation (30%)

- Maintain and reconcile donor database records to ensure accuracy, integrity and consistency
- Reconcile gift records between the Development and Operations/Finance teams
- Process and track check and cash deposits and maintain supporting documentation
- Identify and resolve data discrepancies while adhering to established procedures and internal controls

Reporting & Administrative Support (20%)

- Generate donor acknowledgments and support donor correspondence
- Facilitate reporting needs and mailing lists to support solicitation strategy, donor engagement, and fundraising operations
- Respond to donor inquiries/responses from donor email and phone calls
- Support special projects and department initiatives as assigned
- Other development-related administrative tasks

- Coordinate activities from development program volunteer(s)
- Provide regular database training and assist staff as needed with database questions
- Coordinate gift batch export process

QUALIFICATIONS

Required

- Minimum of one year of experience working with a customer relationship management (CRM) platform such as Bloomerang, DonorPerfect, Salesforce, Raiser's Edge, or a comparable database system
- Proficiency with Microsoft Office Suite and Google Workspace applications
- Strong organizational skills and exceptional attention to detail
- Effective written and verbal communication skills
- Ability to work collaboratively as a member of a team
- Demonstrated sound judgment and ability to maintain confidentiality
- Ability to manage multiple priorities and perform effectively in a fast-paced professional environment
- **Background Check:** Due to the nature of this position, a background check will be required as part of the application process

Preferred

- Experience working in a nonprofit fundraising or higher education advancement environment
- Experience with donor stewardship, gift processing, or fundraising operations
- Experience with gift processing, accounting reconciliation, or nonprofit financial systems
- Knowledge of donor database best practices and data management principles

Key Competencies

- Attention to Detail • Data Accuracy & Integrity • Organization & Time Management
- Communication Skills • Teamwork and Collaboration

WORKING CONDITIONS & PHYSICAL REQUIREMENTS

This position is based on-site at WayForward Resources' office in Middleton, Wisconsin, and operates primarily within administrative office and meeting spaces in a busy collaborative office environment. Moderate noise levels (20%) may be present periodically. This role carries meaningful relational demands as this position regularly engages with donors and community members. The ability to respond with professionalism and sound judgement – including interactions about sensitive inquiries about gift records and financial matters is essential.

This role requires the ability to work for extended periods while performing data entry and computer-based work using computers, keyboards, and other office equipment (60%). Occasionally stand, walk, bend, reach, and move throughout the facility (20%). Occasionally lift, carry, and transport items weighing up to 25 pounds when supporting food access programs, seasonal initiatives, or other organizational activities (15%). Occasionally travel locally for meetings, training, or program-related activities (5%).

WayForward is an Equal Opportunity / Affirmative Action Employer.

TO APPLY

Please submit a cover letter and resume to **Jim Mackman, Individual Giving Officer**, at jim@wayforwardresources.org by **July 8, 2026**, for best consideration.

NOTE

The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position. WayForward Resources is committed to supporting staff and providing the tools, training, and resources needed for employees to be successful in their roles.