



Job Description

Position Title	Department	Reports to
Database Manager	Development	Director of Development
Employment Status	FLSA Status	Effective Date
<input type="checkbox"/> Temporary <input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time	<input type="checkbox"/> Non-Exempt <input checked="" type="checkbox"/> Exempt	[Effective Date]

Organization Overview

Joining the Oregon Zoo Foundation team offers the opportunity to be an advocate for one of the premier animal well-being, species recovery and conservation education organizations in the Pacific Northwest. We are a bright, dedicated and team-oriented staff. And we are passionate about building a financially secure world class Oregon Zoo to mobilize humanity to love and to take action for wildlife. The foundation values people who bring a sense of passion for the mission and those who appreciate others – human and animal alike.

Located in Portland, Oregon and strongly supported by our community, the zoo creates engaging experiences and advances the highest level of animal welfare, environmental literacy, and conservation science. Our Zoo is dedicated to the highest quality educational programs so that the public better understands, cherishes, and conserves the earth’s wild creatures and natural resources.

The foundation, an independent a 501(c)(3) nonprofit, works in partnership with the leadership of the Oregon Zoo, which is owned and operated by Metro regional government. We raise funds for strategic zoo programs and capital projects, and we advocate for the zoo and its mission.

The Oregon Zoo Foundation cares strongly about the health and safety of our team, therefore, our organization has adopted a hybrid-remote work environment that balances the needs of being in the office, with the flexibility to work from home.

Position Summary

The Database Manager oversees the Oregon Zoo Foundation's development and membership data systems, reporting infrastructure, and fundraising operations support. Reporting to the Director of Development and working closely with the Director of Membership, this position manages the integration and quality of data across Foundation systems and related platforms to support the guest-to-member-to-donor pipeline.

The Database Manager supports fundraising and membership success through CRM administration, constituent segmentation, moves management reporting, KPI dashboards, and data analytics. This position supervises the Database Specialist and oversees gift processing quality control, data governance, reporting, and system optimization to ensure accurate, actionable information across the organization.



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Essential Duties and Responsibilities

The essential functions include, but are not limited to the following:

Constituent Data & Systems Management

- Serve as the primary administrator of the Foundation's constituent data ecosystem, including Ticketure, Alpine IQ, Mailchimp, online giving platforms, and related systems.
- Ensure accurate, reliable, and efficient movement of constituent data across systems to support the guest-to-member-to-donor pipeline.
- Maintain data governance standards, system integrations, data quality, operational procedures, and documentation.
- Coordinate with vendors, consultants, and internal stakeholders to troubleshoot issues, implement improvements, and support ongoing technology initiatives.

Development Operations & Pipeline Support

- Support fundraising and membership operations through CRM management, constituent segmentation, reporting, workflow optimization, and special event data management.
- Partner with Development team to support moves management, portfolio management, donor pipeline tracking, and fundraising analytics.
- Develop constituent lists and segments for fundraising appeals, stewardship efforts, membership campaigns, and marketing initiatives.
- Support the Foundation's fundraising campaigns and special events, including donor segmentation, registration and guest tracking, reporting, reconciliation support, and post-event data management.
- Supervise the Database Specialist and oversee gift processing quality control, data integrity, and reconciliation processes.

Reporting, Analytics & Organizational Support

- Develop and maintain KPI dashboards, reports, and analytics that support fundraising, membership, marketing, and organizational decision-making.
- Translate business needs into reporting and data solutions that improve operational effectiveness and strategic planning.
- Work with Finance to reconcile gifts, provide transaction information and reports, and troubleshoot issues.
- Train and support staff in the effective use of constituent systems, reporting tools, and data management practices.
- Perform other duties as assigned.

Minimum Qualifications (Knowledge, Skills & Abilities)

- Bachelor's degree preferred; equivalent education and experience will be considered.
- Three or more years of experience managing CRM, fundraising, membership, or constituent data systems.
- Experience with reporting, analytics, systems administration, and data management.
- Experience supporting fundraising operations, donor segmentation, moves management, or campaign reporting.



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- Familiarity with CRM, email marketing, ticketing/POS, and integrated data systems.
- Supervisory experience preferred.
- Strong analytical, organizational, project management, and communication skills.
- Advanced proficiency in Microsoft Excel and reporting tools.
- Ability to manage confidential information with accuracy, discretion, and attention to detail.
- Commitment to the mission and values of the Oregon Zoo Foundation.

Preferred Qualifications

- Experience working in a nonprofit fundraising, membership, or advancement environment.
- Experience with CRM platforms such as Alpine IQ, Raiser's Edge, Salesforce, or similar systems.
- Experience developing KPI dashboards, reporting infrastructure, and data visualization tools.
- Experience supporting donor pipeline management, prospect tracking, and fundraising analytics.
- Experience with system integrations, APIs, marketing automation, or cross-platform data management.
- Experience leading process improvement initiatives and implementing data governance practices.

Physical Demands and Work Environment

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Performing this position successfully requires possession of the following abilities. The employee is regularly required to communicate verbally with others. The employee is regularly required to operate objects, tools, or controls. The employee is regularly required to be in a stationary position, move about the office, or reach items; and required to move about the Zoo campus which can contain some hilly terrain. The employee must occasionally lift and/or move up to 25 pounds. The employee can comprehend, synthesize, classify, analyze, and interpret data and information from disparate or technical sources. The employee is able to make quick decisions in a fast-paced environment; to assess situations and problem-solve amidst distraction; or to adapt well in the face of workplace stressors, such as customer-service complaints and competing priorities of reasonable or high significance. The employee is regularly required to use a computer. The noise level in the work environment is usually moderate/average. Infrequent periodic early/late hours (weekend/early morning/evening meetings). Minimal physical exertion required.

Note

Nothing in this job description restricts managements right to assign or reassign duties and responsibilities to this job at any time.

The Oregon Zoo Foundation is an Equal Opportunity Employer and a drug free workplace. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

Reviewed with employee by (Supervisor)



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Signature: _____ Name (print): _____

Title: _____ Date: _____

Received and accepted by

I understand the duties and expectations described above, and that I am expected to perform these duties. I also understand that this is not an exhaustive list of the job duties I may be asked to perform, and that my job duties, and the abilities needed to perform them, may change from time to time, with or without notice. I certify that I am able to perform the essential duties of this position, with or without accommodation. I understand that I may request a reasonable accommodation to assist me with performing the essential duties by contacting Human Resources. I also understand that my position is at-will, meaning that I or the company may terminate my employment at any time, with or without notice, for any reason.

Signature: _____ Name (print): _____

Title: _____ Date: _____