



Position Title: Office and Database Manager
Job Type: Full-Time, Benefit Eligible
Department: Advancement
Reports To: Chief Advancement Officer (CAO)
Supports: Chief Executive Officer (CEO)
Location: Lubbock, Texas

Position Overview:

The Office and Database Manager plays a vital role in supporting the Advancement team and ensuring the smooth, efficient operation of both administrative and donor-related processes. Reporting to the Chief Advancement Officer—and providing additional support to the CEO—this position requires strong organizational skills, excellent communication, and a genuine commitment to service. Because this role is often the first point of contact for visitors and donors, professionalism, warmth, and diplomacy are essential.

This position serves as the primary administrator of the Raiser’s Edge database and plays a key role in maintaining accurate data, donor trust, and regulatory and internal policy compliance. This work includes gift processing, donor acknowledgments, and data integrity. The Office and Database Manager works closely with the Chief Advancement Officer, the Chief Executive Officer, and the Finance team to support the overall effectiveness of advancement activities and office operations.

Essential Duties and Responsibilities:

Advancement Database and Gift Processing

- Oversee all aspects of gift processing, recording, and acknowledgment within Raiser’s Edge.
- Coordinate and prioritize daily gift processing activities, ensuring accurate handling of checks, credit cards, and electronic funds transfers.
- Record donor pledges, maintain pledge files, track outstanding commitments, and generate pledge reminders and reports.
- Log donor and prospect communications, updates, and relevant information in Raiser’s Edge.
- Support database-related projects and assist with ongoing data management needs.
- Adjust gift and pledge entries as directed by the CAO.
- Research and recommend software solutions that enhance departmental efficiency.

Financial Reconciliation and Compliance

- Reconcile gift batches and prepare deposits for daily processing.
- Collaborate with the Finance team to resolve discrepancies and ensure accurate gift processing.
- Work closely with the CAO to ensure financial accuracy and integrity in all gift and pledge records.

Donor Stewardship and Data Integrity

- Produce and distribute donor acknowledgment letters and maintain required internal documentation for Buddy Holly Hall.
- Interact professionally with donors while maintaining strict confidentiality of gift information

Administrative and Executive Support

- Provide administrative support for the CEO and CAO, including scheduling, meeting coordination, Board and committee meeting coordination and data entry.
- Prepare correspondence, reports, agendas, and meeting minutes using a variety of office software tools.
- Work independently and collaboratively on special projects assigned by the CEO or CAO.

Office Operations and Support

- Serve as a welcoming presence for visitors, answer phones, and assist with general inquiries.
- Maintain files and records related to Buddy Holly Hall.
- Support Advancement operations through clerical tasks such as filing, preparing mass mailings, processing mail, and ordering office supplies, nametags, and business cards.

Education and Experience:

- Associate's degree (B.A preferred) in Business Administration or equivalent experience.
- One to three years of experience in gift processing with strong proficiency in Raiser's Edge, including queries, exports, and reporting.
- Advanced computer skills and experience with database administration.
- Knowledge of basic accounting principles and familiarity with IRS and CASE regulations related to gift processing.
- A collaborative work style and the ability to support the information needs of Advancement and Buddy Holly Hall.
- Strong interpersonal, communication, and teamwork skills.

Compensation & Benefits:

- The salary range for this position is \$50K-\$60K annually, commensurate with experience.
- Comprehensive benefits including health insurance, paid time off, and retirement options.

About Buddy Holly Hall

Buddy Holly Hall, a 501 (c)(3) nonprofit organization, is dedicated to building community through extraordinary experiences, creative collaboration, and inclusive access to the arts, entertainment, and education. We envision a community where everyone experiences the transformative power of the arts.

To apply, please include a resume, letter of interest, and three references to:

mikehutchison@buddyhollyhall.com

The process will be a rolling process until a candidate is hired.

All inquiries will be held in confidence.