**MANAGER of dATA SERVICES**

**Hancock Shaker Village** –Pittsfield, MA

**Position Overview:**

The Manager of Data Services supports the daily operations contributed income for Hancock Shaker Village closely with the finance department. Core tasks include processing gifts and all memberships using the development database (Altru, a Blackbaud based software), keeping and organizing files, creating correspondence to members and donors, preparing donor reports, helping coordinate and manage mailings for annual appeals and membership renewals, answering phone inquiries and providing general team support.

As a key, central player in the office, the ideal candidate must be externally and internally focused possessing: excellent verbal and written communication skills, a curiosity about people, the ability to quickly problem solve, be self-supporting, and be a skilled troubleshooter that is able to handle several projects at one time in an organized fashion while being deadline driven.

**Reporting to the Director of Finance and Administration, responsibilities include:**

* Administer and maintain Altru database functions with integrity, including but not limited to gift processing and acknowledgement, maintaining donor and constituent records, entering notes and actions, and generating detailed giving reports.
* Provide support for all donations received and membership support, including entering confidential data and information, enrolling and tracking participants for institution events, making copies, filing, coordinating mailings, etc.
* Execute all membership enrollment process, – new memberships, renewals, acknowledgements, and other membership services tasks, including fielding requests and questions all on a timely basis.
* Generate and maintain database lists for donor appeals, mailings, and other projects – notably the Annual Fund and the Legacy Campaign.
* Assist with member correspondence, special projects, calendaring and tasks as assigned.
* Limited support during events such as Baby Animals, Gala, Country Fair and Radiant Nights.

**Requirements:**

* Associates degree, or equivalent work experience
* Strong, confident verbal and written communication skills
* Customer service mentality supported by proven problem-solving skills
* Demonstrated ease, competence, and evidence of fast learning with technology.
* Experience in essential software programs: Microsoft Outlook, Word, Excel, PowerPoint
* Database management; direct experience with Altru a plus.
* Ability to multi-task and juggle multiple projects and deadlines simultaneously.
* A considerate team player able to work independently and communicate clearly
* Ability to exercise extreme discretion with data and colleagues

**HSV Background:**

Hancock Shaker Village is a landmark destination of 750 acres, 20 historic Shaker buildings, and over 22,000 Shaker artifacts. On the National Historic Register, it is the most comprehensively interpreted Shaker site in the world, and the oldest working farm in the Berkshires of Western Massachusetts.

The mission of Hancock Shaker Village is to bring the Shaker story to life and preserve it for future generations; to collect and preserve the property and artifacts that demonstrate the history, industry, life, and traditions of the Shakers and their achievements/contributions to the American way of life; to exhibit the collections of Shaker buildings, furnishings, libraries, and objects of art; to enable and conduct studies and research into Shaker and American community history; and to reflect on living a principled life and the values the Shakers embraced: integrity, racial and gender equality, pacifism, community, sustainability, responsible land stewardship, innovation, and simplicity.  Through multifaceted programming in art, music, food, and thought we share the Shaker story, and strive to ignite curiosity, expand imaginations, and inspire generations.

Hancock Shaker Village is an equal opportunity employer and considers all candidates for employment regardless of race, color, sex, age, national origin, creed, disability, marital status, sexual orientation or political affiliation.

Hancock Shaker Village is a 501(c)(3) tax-exempt organization.