Salesforce Database Coordinator

Who are we?

The California Association of Food Banks (CAFB) is proud to amplify the voice of food banks on behalf of hungry Californians. We do this by influencing public policy, enhancing the social safety net, ensuring that fresh produce and healthy proteins are available to all Californians, connecting hungry residents with nutrition programs, and supporting our 41-member food banks in their work to feed our communities.

The California Association of Food Banks believes that food is a fundamental right. Food is medicine; it is fuel for learning, a teacher of cultures, and a convener of communities. Currently, 8 million Californians are food insecure, nearly double pre-pandemic rates. We’re working to change that.

We value diversity and seek to reflect it on our team and how we do business. We aim to attract, develop, retain, and promote a talented and diverse workforce in a culture where all employees will contribute to their fullest potential.

Our Values:

• **Dedication**—We are committed to ending Hunger in CA while acknowledging and working to dismantle systems of oppression and injustice that perpetuate food insecurity.

• **Inclusion**—We value the diverse and intersectional voices, cultures, and experiences of our colleagues and our state.

• **Collaboration**—We work with and support each other, our member food banks, partners, and the CA community.

• **Transparency**—We cultivate trust between each other and among our stakeholders through transparency.

• **Accountability**—We take ownership of our successes and mistakes, encouraging vulnerability and asking for help.

What are we looking for?

Our Development Team is seeking a strong candidate for the role of Salesforce Database Coordinator. The Database Coordinator will manage confidential information and records for CAFB’s active and prospective financial and in-kind donors. The Database Coordinator will also serve as the department point person for queries, reports, actions, list management for mailings and events, and import and export of data.

This is a part-time position with a pay range of $35-$46/hour.

What success looks like:

The ideal candidate will bring strong interpersonal skills, excellent project coordination, and a desire to be in a role that requires continuous learning. A successful candidate will understand how their work fits into the larger anti-hunger movement, be detail-oriented, resourceful, and approach the work with humility, a willingness to learn from experiences, and a focus on customer service.
Essential Functions:

- Pull data/documentation from the web and prepare data files for import into Salesforce CRM
- Enter gifts and respond to donor inquiries via phone, email, or letter, including problems with checks, credit cards, EFT, and stock gifts
- Maintain data files for donor solicitation, cultivation tracking, and planning
- Create fundraising reports and dashboards. Adapt ongoing reports to track giving levels, renewal rates, pledge collection deadlines, recurring gifts, cultivation activities, and other data for ongoing donors
- Uphold data integrity and consistency and create and maintain database data entry and report process documentation
- Troubleshoot problems, improve overall processes and ensure deadlines are met.

Required Education, Skills, and Experience

- 1–3 years experience maintaining and updating business intelligence tools, databases, dashboards, systems, or methods; Salesforce Nonprofit CRM is preferred
- Strong analytical and problem-solving skills
- Strong attention to detail with the ability to organize information and priorities
- Willingness to keep up-to-date technically and learn new technologies and apply new knowledge effectively and appropriately to work processes
- High level of customer service orientation

Personal Characteristics:

- Able to work with minimal supervision;
- Able to make decisions about how to manage multiple and complex projects;
- Reliable and punctual;
- Participative and proactive work style;
- Sense of humor;
- Ability to interact professionally with diverse people.

Location

Based in Oakland with a hybrid work schedule, with Mondays and Wednesdays in the office.

To Apply

Please visit the link below to complete the web form and attach your cover letter and resume where indicated. Please read the instructions carefully. Applications are accepted until the position is filled.

Application link: [https://fs10.formsite.com/cafb2/eg6fdtbb/index](https://fs10.formsite.com/cafb2/eg6fdtbb/index)

It is the policy of the California Association of Food Banks to fill every position without regard to race, color, religion (all aspects of religious beliefs, observance, or practice, including religious dress or grooming practices), creed, gender (including gender identity and gender expression), marital status, registered domestic partner status, physical disability, mental disability, medical condition (including cancer or a record of a history of cancer), age, sex (including pregnancy, childbirth, breastfeeding, or related medical condition), national origin, ancestry, sexual orientation, genetic information, equal pay/compensation, veteran status, or any other basis made unlawful by applicable law. We are an equal-opportunity employer and strictly prohibit unlawful discrimination by any employee, including managers, supervisors, and co-workers.