



7403 N. Kelley Ave., Oklahoma City, OK 73111

Friends of OETA Development Operations & Database Manager

The Oklahoma Educational Television Authority announces the opening of the full-time position titled Friends of OETA Development Operations & Database Manager located in Oklahoma City. The most qualified candidates will be contacted for an interview.

RESPONSIBILITIES:

The Development Operations & Database Manager is the strategic backbone of OETA's fundraising infrastructure. This role is responsible for the absolute integrity, security, and utility of OETA's donor information systems. You will oversee all aspects of data architecture and management within our CRM, ensuring that fundraising efforts are powered by clean data, sophisticated segmentation, and seamless financial reconciliation.

As a supervisor, you will direct the Membership Coordinator, translating organizational goals into clear, repeatable operational workflows. This role ensures that from the moment a donor calls or clicks, their information is managed securely, reconciled perfectly, and handled with a "donor-first" mentality.

DUTIES:

CRM Architecture & Data Governance

- Serve as the primary system administrator for the fundraising CRM (e.g., Allegiance), managing user permissions, configuration, global system updates, and overall database health.
- Establish, document, and enforce standard operating procedures (SOPs) for data entry, gift processing, and campaign coding to be executed by the Membership Coordinator.
- Execute advanced data hygiene processes, including global deduplications, address updates (NCOA tracking), and database audits to maximize direct mail efficiency.
- Manage technical integrations and data pipelines between the CRM and external public media platforms (e.g., PBS Passport, digital giving portals, vehicle donation programs).

Reporting, Analytics & Financial Reconciliation

- Build and maintain custom reports, queries, and visual dashboards to track fundraising KPIs, donor retention metrics, and campaign ROI.
- Partner with the Finance Department to perform monthly reconciliations, ensuring CRM gift batches perfectly match the state general ledger and accounting records.

- Own the data mining, extraction, and segmentation of complex mailing lists and email files for renewal campaigns, direct mail appeals, and station initiatives.

Team Leadership & Operational Oversight

- Directly supervise, mentor, and evaluate the performance of the Friends of OETA Membership Coordinator.
- Monitor daily workflow volumes (phone queues, data entry queues, gift backlogs) and coordinate staff schedules to ensure seamless coverage during peak membership drives.
- Serve as the primary technical escalation point for complex donor accounting issues or historical giving discrepancies.

PREFERRED QUALIFICATIONS:

- Bachelor's degree preferred, or equivalent experience. 3–5 years of progressive experience in database administration, development operations, or CRM management, ideally within a public broadcasting (PBS/NPR) or non-profit environment.
- Advanced proficiency in specialized fundraising CRM software (Allegiance, Blackbaud, Salesforce, or equivalent) and advanced Microsoft Excel skills (vlookups, pivot tables, data hygiene formulas).
- Strong understanding of non-profit accounting principles, gift-splitting, and audit-ready reconciliation processes.
- Proven ability to manage or mentor staff; comfortable establishing quality control standards and holding team members accountable to data protocols.

Successful candidates must have:

- Ability to pass a background check.
- Lift up to 50 lbs. and possess a valid Oklahoma driver's license.

COMPENSATION

Salary Range: \$50,000 - \$65,000.

A generous benefits package including health insurance, paid leave, state retirement plan participation, and additional comprehensive benefits is included.

How To Apply

Send cover letter, application, and resume to OETA, Human Resources, P.O. Box 14190, Oklahoma City, OK 73113, or email employment@oeta.tv. Applications are available online at OETA.tv or in person at 7403 N. Kelley Avenue, Oklahoma City.

OETA IS AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER.