

Database Manager

Posted Date: October 2026
Start Date: ASAP
Title: Database Manager
Department: Development
Reports to: Deputy Chief Development Officer
FSLA Status: Exempt
Schedule: Full-time

The Jewish Museum:

The Jewish Museum is an art museum committed to illuminating the complexity and vibrancy of Jewish culture for a global audience. Through distinctive exhibitions and programs that present the work of diverse artists and thinkers, the Museum shares ideas, provokes dialogue, and promotes understanding. The Jewish Museum maintains a unique collection of nearly 30,000 works of art, ceremonial objects, and media reflecting the global Jewish experience. Located on New York City's Museum Mile, in the landmarked Warburg mansion, the Museum plays an important role among cultural institutions, challenging all forms of bigotry and discrimination and promoting understanding among diverse audiences. The Jewish Museum invites applicants of all backgrounds to consider joining the Museum in its work.

For more information, please visit www.TheJewishMuseum.org.

The Position:

The Database Manager leads the Museum's database, data, and development operations function, serving as both the primary CRM and database resource for Development and an institution-wide resource for constituent data management, ensuring that the technology, data, processes, and reporting supporting Development, Membership, Finance, and other institutional operations are accurate, integrated, scalable, and aligned with organizational needs.

The role sits within Development, which represents the Museum's largest concentration of constituent data and operational needs, while serving as an institution-wide resource for data systems, reporting, and process improvement. The position will have an approximately 60% Development / 40% cross-functional focus, partnering closely with Membership, Marketing and Communications, Finance, IT, and other departments.



Serving as the Museum's primary Salesforce expert, the Database Manager leads the administration, optimization, governance, and ongoing development of Salesforce and related systems. The role combines strategic systems leadership and cross-functional project management with oversight of core data and development operations, including gift and membership processing, data maintenance, reporting, data quality, and related administrative workflows.

The Museum is undertaking a major, multi-vendor transformation of its data systems and infrastructure. The Manager will play a central role in this work, translating institutional needs into effective solutions, coordinating stakeholders and vendors, managing implementation, and ensuring successful adoption and integration of new systems and processes.

Responsibilities Include:

Data Systems and Governance

- Lead the administration, configuration, optimization, and ongoing development of Salesforce and related data systems, serving as the Museum's primary internal expert on CRM, integrations, workflows, reporting, and automation.
- Establish and maintain data governance standards and ensure the accuracy, integrity, security, and appropriate use of institutional data.
- Ensure ongoing data hygiene and lead data cleanup, database audit, deduplication, and data-quality projects.
- Maintain data and processes supporting constituent records, gifts, pledges, grants, memberships, campaigns, events, and related financial information.
- Design and oversee transactional data processes and workflows, establishing clear procedures, quality-control standards, and appropriate segregation of responsibilities across Development, Membership, Finance, and other departments.
- Develop documentation, standards, and best practices that support consistent and effective use of systems.

Development Operations and Reporting

- Partner closely with Development leadership and staff to ensure data, systems, reporting, and processes support fundraising strategy and portfolio management.
- Oversee core development and constituent data operations, including gift and membership processing, data maintenance, list production, reporting, exports, acknowledgments, and routine data requests, ensuring accuracy, consistency, timeliness, and appropriate controls.



- Provide oversight and coordination of staff responsible for gift and membership processing and related data administration, ensuring consistency, accuracy, prioritization, and accountability.
- Organize stakeholders around shared reporting needs, including Open Gift, Pacing, and List Pulling, and manage these reporting processes holistically.
- Develop dashboards, reports, lists, and other tools that provide reliable, actionable information to Development and institutional leadership.
- Ensure reporting and data processes are closely aligned with fundraising activity and organizational priorities.

Finance Partnership and Process Improvement

- Serve as the primary liaison between Development and Finance on data, gift administration, billing, reconciliation, and reporting.
- Lead the monthly reconciliation process with Finance for contributed and membership revenue and related receivables, ensuring that Salesforce and other constituent systems reconcile to the general ledger and that discrepancies are identified, researched, and resolved on a timely basis.
- Ensure accurate and timely processing, synchronization, and reconciliation of gifts, pledges, memberships, billing, and related financial information.
- Revise, document, and pilot a refined end-to-end process for gift management and billing in partnership with Development and Finance.
- Identify opportunities to improve controls, transparency, efficiency, and accountability across development and financial operations.
- Translate departmental needs into practical, scalable systems and workflows and proactively identify opportunities for automation and process improvement.

Systems Transformation and Project Management

- Play a central role in the Museum's major data systems transformation, working with internal stakeholders, IT, and multiple vendors to define requirements, coordinate implementation, manage dependencies, resolve issues, and ensure successful adoption and integration.
- Lead or contribute to cross-functional projects involving data, systems, technology, reporting, process improvement, and organizational change.
- Develop and maintain a roadmap for systems, data, integrations, reporting, and process improvements aligned with institutional priorities.
- Manage vendor relationships and ensure systems and services meet the Museum's needs.



- Provide training, documentation, testing, and user support to facilitate effective adoption of systems and processes.

Leadership and Institutional Partnership

- Establish priorities and manage the Museum's data and systems function with a high degree of independence, balancing strategic initiatives with detailed day-to-day operational responsibilities.
- Build strong partnerships across Development, Marketing and Communications, Finance, Membership, IT, and other departments and serve as a trusted institutional resource for data, systems, reporting, and process improvement.
- Supervise and develop the Operations Coordinator, delegating appropriate transactional and administrative responsibilities while retaining overall accountability for data quality, systems, and operational processes.
- Lead or contribute to institution-wide initiatives involving data, systems, technology, process improvement, and organizational change.
- Perform other duties as assigned.

Requirements:

- 6+ years of progressive experience in nonprofit development operations, data management, CRM administration, business systems, finance operations, or a related field.
- Demonstrated expertise administering and optimizing Salesforce, preferably including Salesforce Nonprofit Cloud, and experience integrating Salesforce with other systems.
- Strong understanding of data architecture, data governance, database management, workflow design, reporting, and systems integration.
- Experience with fundraising data, gift processing, financial data, reconciliation, and/or nonprofit financial systems.
- Demonstrated ability to translate organizational needs into effective systems and processes, manage complex projects, and implement change.
- Strong project management, analytical, communication, and interpersonal skills, with the ability to coordinate stakeholders across departments and organizational levels.
- Ability to balance strategic systems leadership with effective oversight of detailed data and operational processes.
- Experience managing vendors, technology implementations, cross-functional projects, and/or administrative teams preferred.
- Exceptional attention to detail and commitment to data accuracy, integrity, and confidentiality.
- Ability to establish priorities and manage multiple projects independently.



- Bachelor's degree or equivalent combination of education and experience.
- Interest in museums, cultural institutions, or nonprofits is a plus.
- Willingness to work occasional evenings and weekends as needed.

Salary Range for Position: \$90,000 - \$105,000

Send Resume with Cover Letter To:

**Director, Human Resources
The Jewish Museum
1109 Fifth Avenue
New York, NY 10128
Email: jobs@thejm.org**

The Jewish Museum is committed to diversifying its staff and encourages individuals of all ethnic, racial, and religious backgrounds to apply for this position. The Museum is an equal opportunity employer and does not discriminate on the basis of any protected characteristic prohibited by applicable law.

