



Position Title	Database Manager
FLSA Status	Exempt
Reports To	Chief Development Officer
Position	Full-time, Compensation DOE

Current as of: 9-15-26

Higher Ground USA, Inc. (HG) is a 501(c)3 organization that provides Adaptive sports and Recreational Therapy programming to enhance the quality of life for our injured veteran and first responder community and our local population of children, teens, and adults with disabilities.

Position Summary:

The Higher Ground Database Manager will oversee and optimize the HG database infrastructure, ensuring accurate, strategic management of Salesforce for Development and eventually Veteran, First Responder, and Adaptive participant data. Continuously develop systems, reporting, and processes that maximize Salesforce capabilities, strengthen engagement, measure impact, and support future program growth.

The ideal candidate will have 5+ years of experience managing fundraising, development, or nonprofit databases, with strong knowledge of donor management, gift processing, reporting, data integrity, and moves management. Experience managing websites or other technology platforms is a plus.

Key Responsibilities:

Database Management & Data Integrity

- Manage the day-to-day operation and administration of Higher Ground's Salesforce fundraising database.
- Maintain accurate, complete, and consistent donor, prospect, organization, gift, grant, sponsorship, event, and engagement records.
- Establish and maintain data-entry standards, naming conventions, coding structures, and data hygiene procedures.
- Regularly identify and resolve duplicate, incomplete, outdated, or inconsistent records.
- Develop and maintain processes for importing, exporting, updating, and validating data.
- Ensure timely and accurate entry of gifts, pledges, payments, grants, sponsorships, event participation, and donor interactions.
- Work closely with Finance to ensure that fundraising and financial records are reconciled and accurately reflected in Salesforce.



- Oversee user privileges, system and security maintenance, seat management, and user management for all Higher Ground technology platforms.

Fundraising & Development Systems

- Partner with the Chief Development Officer and Development Team to ensure Salesforce supports Higher Ground's fundraising strategy and development operations.
- Build and maintain systems to support moves management, portfolio management, prospect tracking, cultivation, solicitation, stewardship, and donor engagement.
- Develop processes for tracking donor interactions, next steps, opportunities, proposals, and relationship history.
- Help establish clear workflows for annual giving, major gifts, planned giving, grants, corporate partnerships, sponsorships, and events.
- Create and maintain reports, dashboards, lists, and other tools that provide actionable information to Development leadership and staff.
- Develop dashboards that monitor fundraising performance, donor pipelines, portfolios, prospects, solicitations, stewardship, grants, sponsorships, and events.
- Provide regular data analysis and reporting to help leadership and the Board understand fundraising activity, trends, opportunities, and results.

Salesforce Development & Optimization

- Learn and become proficient in Higher Ground's Salesforce systems, eventually across all departments/programs.
- Work with Salesforce consultants, administrators, or implementation partners as needed.
- Stay informed about Salesforce capabilities and nonprofit fundraising technology best practices.

Website & Technology Integration

- Ability to support integration between Higher Ground's website, online giving platforms, event systems, and Salesforce.
- Work with internal staff and outside technology partners to troubleshoot data flows and integrations.
- Help evaluate and implement tools that improve the donor experience and reduce manual data entry.
- Monitor the accuracy and reliability of data transferred between systems.



Training & Internal Support

- Develop and maintain database policies, procedures, and training materials.
- Train HG staff members on Salesforce procedures, data entry, reporting, and best practices including new employee set up and ongoing user support.

Preferred Qualifications:

- 5+ years of experience in Salesforce or similar Development CRM
- Expertise in Microsoft 365 and Adobe Suite
- Experience in DocuSign a plus

Key Interfaces:

- Chief Dev Officer (supervisor)
- Chief Executive Officer
- Development Team
- Program Directors
- Staff

Physical Requirements:

Role may require:

- Travel to represent the organization at meetings, fundraisers, and special events related to the mission of the organization
- Occasional lifting of equipment and gear up to 50 pounds

To Apply:

Please send a Resume and Cover Letter to

Tyra MacGuffie
Chief Development Officer
Tyra@HigherGroundUSA.org

Applications without a Cover Letter will not be considered

Equal Opportunity Employment – Higher Ground USA, Inc. is an equal opportunity employer. We are committed to maintaining the hiring practices and work environment free from discrimination based on race, color, religious creed, national origin, gender, sexual orientation, age, disability, genetic information, veteran/military status, marital status or other status protected by federal or state law, with regard to any term or condition of employment.

ADVENTURE. SUPPORT. BELONGING.

100 S Leadville Ave Suite 100 PO Box 6791 Ketchum, ID 83340

www.HigherGroundUSA.org



ADVENTURE. SUPPORT. BELONGING.

100 S Leadville Ave Suite 100 PO Box 6791 Ketchum, ID 83340

www.HigherGroundUSA.org