



System and Data Administrator

Reports to: Vice President of Philanthropy

Status: Full-Time

Application Deadline: April 6, 2026

The System and Data Administrator is a critical implementer of our organization's data and financial strategy, including subsidiary companies. This position is responsible for maintaining, managing and preserving the integrity of Down Syndrome Innovations donor database (Salesforce). Organizational skills, communication, collaboration, attention to detail, customer service, technology proficiency, and a growth mindset are vital to this role. The Data and System Administrator will be able to work independently on projects and daily tasks while also prioritizing collaborations with Executive Team members for data needs related to client services, philanthropy, and marketing.

At Down Syndrome Innovations, our life-changing support and services empower people with Down syndrome to live to their fullest potential. We serve as the expert resource and lead community mobilizer, sharing knowledge and creating solutions for people with Down syndrome. Our values include community, innovation, individuality, passion, and trust. For more information, visit our website: kcdsi.org

System and Data Administrator responsibilities include, but not limited to:

- Perform day-to-day financial transactions, including verifying, classifying, computing, posting, and recording accounts receivable data, including both donations and fee-for-service payments.
- Process accounts and payments in compliance with financial policies and procedures.
- Record all financial transactions as new opportunities within Salesforce according to the organization's approved account classes and codes.
- Deploy receipts for gifts, in-kind donations, and fee-for-service payments.
- Enter and manage client and donor account data; review, correct, merge, or purge data, maintaining the accuracy and integrity of the database.
- Prepare monthly invoices for services and enter committed funds, grant matching discounts, philanthropy subsidies, campaigns, classes, and codes.
- Prepare financial data or invoices for grant reimbursements to receive tuition reimbursements based on enrollment.

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- Facilitate payment of invoices due by sending bill reminders and contacting clients when credit card transactions or check payments fail.
- Serve as the customer service point of contact, verifying discrepancies and resolving clients' billing issues.
- Generate routine financial statements and reports detailing accounts receivable status.
- Import data engagement reports and attendance records into the database and conduct monthly satisfaction surveys to families enrolled in services.
- Manage meeting rooms and the vehicle calendar on Microsoft.
- Assist the development team by generating reports relevant to strategic fundraising.
- Assist the marketing team by generating mailing lists for monthly newsletters, postcard mailings, email campaigns, and event invitations.
- Assist with administrative responsibilities of Salesforce, including adding new users, monitoring user permissions, revising record and receipt templates, and creating or editing fields.
- Maintain client and donor confidence and protect operations by keeping data confidential.
- Reconcile accounting records in QuickBooks with client-specific Salesforce data to ensure that all payments are accounted for and properly posted.
- Assist staff with relationship management within Salesforce, including tracking staff assignments to donors, creating contact schedules and alerts, and recording pledges
- Monitor and refresh dashboard reports and graphic representations of key data relevant to the organization's data strategy.
- Collaborate with Executive Team members and Salesforce consultants to improve database consistency with the organization's data strategy.
- Continually improve efficiencies in data entry, including working on mass data imports and system integrations.
- Continue professional growth through consultations with Salesforce professionals, online trainings, review of resources, and exchange of ideas among professional networks.

Knowledge / Skills / Abilities:

- Proficient and/or confident with technology and able to efficiently learn systems, including but not limited to Salesforce, QuickBooks, Expensify, Apsona, and Form Assembly.
- Excellent interpersonal skills and treats donors and clients with courtesy, respect, and caring behaviors, including those from diverse backgrounds.
- Strong organizational skills that reflect ability to perform and prioritize multiple tasks seamlessly.
- Demonstrate proactive approaches to solving problems, with strong decision-making capability.
- Ability to be effective independently.
- Accurate and efficient data entry skills.
- Demonstrates a growth mindset and is flexible to emerging needs of our organization.
- Strategic communicator and willing and able to work collaboratively with a dynamic team that includes fundraising and marketing professionals, educators and therapists, administrative assistants and interns.
- Ability to multi-task and work in an innovative and evolving environment.
- Proficient and/or able to efficiently learn Microsoft Suite products, including Excel, SharePoint, Outlook, and Word.

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Qualifications:

- Minimum of two years of experience in a position requiring data entry, accounting, or billing.
- Confirmed experience making a positive contribution to work culture.
- Available to work a standard Monday through Friday schedule, with quarterly participation in evening or weekend events when all staff contribute to organizational fundraisers.

Additional Information:

- Full-time salaried position, negotiable based on credentials, specialized training, and experience.
- Benefits include health, vision, dental, and long-term disability insurance, retirement, and PTO.
- The schedule allows for flexibility, including the option to work from home two days per week.
- Send cover letter and resume to stoll@kcdsi.org by April 6, 2026, to be considered for the position.
- To further discuss this position, please contact Amy Stoll (stoll@kcdsi.org).