



Database & Student Services Coordinator

Harlem School of the Arts (HSA) seeks a Database & Student Services Coordinator to support the growing Development team and Student Services team at this vibrant, mission-based arts organization. The Database & Student Services Coordinator will be able to manage multiple priorities in a fast-paced environment. The successful candidate will have exceptional attention to detail and strong oral and written communication skills, be a self-starter, will enjoy interacting with a multicultural community, and be passionate about the arts. This is an exciting opportunity to contribute to the mission, growth, and success of this award-winning, historically important Harlem arts organization. This is a full-time position reporting to the Manager of Student Services and the Director of Institutional Giving.

The schedule will be Monday through Friday 9:30 AM to 5:30pm. Occasional scheduled evening and Saturday hours for special programs and events may be required. Options for a temporary flexible and hybrid work arrangement will be discussed during the interview process.

Responsibilities:

- Process all gifts including adjustments, credit cards gifts, and distribute to the fiscal team and document in the NEON database.
- Produce the daily/weekly gift transactions reports and distribute to appropriate staff.
- Produce and mail weekly gift acknowledgements to donors.
- Provide regular and ad-hoc fundraising reports to the development team and senior leadership.
- Scan, store, and update donor records and documentation appropriately in the database and for the fiscal team.
- Enter and update biographical information on Neon donor database. Assist in data verification and quality control. Maintain comprehensive files on donors, prospects, fundraising projects, and fundraising initiatives.
- Develop and adhere to ethics and confidentiality policies so that researchers are in compliance with industry standards, federal regulations, institutional guidelines, and policies.
- Act as a customer experience professional as the initial point of welcome and information for students and visitors.
- Administer the registration and enrollment process for students and partner program.
- Oversee reporting procedures to internal management and partner organizations.
- Maintain student, class, and program information in the registration system.
- Prepare reports for Finance and Board Meetings.

- Support reconciliation of Financial Aid between ASAP reports and Finance team.
- Provide advisory support to students for appropriate class selection and scheduling.
- Create and maintain student records and preserve data integrity and confidentiality.
- Provide general administrative support including word processing, filing, and correspondence.

Knowledge, Skills, and Abilities:

- Understanding of NEON donor database software, and mastery of Excel
- Ability to think critically, assess situations, and synthesize information
- Strong attention to detail
- Superior organizational skills
- Proven ability to responsibly handle confidential and sensitive information and abide by ethics standards and privacy policies
- Demonstrated ability to independently coordinate production of projects accurately and on deadline
- Experience with student registration systems (ASAP system preferred)
- Proven ability to work collegially and collaboratively and to work effectively under deadline
- Proficiency with fundraising databases and familiarity with a broad range of research tools
- Strong Microsoft Office Suite skills
- Flexibility and adaptability to changing priorities in a fast-paced environment

Qualifications:

- Bachelor's Degree required
- Minimum 3 years of experience with data entry and customer service

Location:

Harlem School of the Arts is located at 645 Saint Nicholas Avenue, New York, NY 10030. It is easily accessible via the A, C, B, and D subway trains.

To Apply:

Please send resume and cover letter to employment@hsanyc.org. Please indicate Database & Student Services Coordinator in the subject line.

About Harlem School of the Arts:

Harlem School of the Arts empowers youth to reach their full potential in the arts, education, and life, through interdisciplinary arts training that celebrates the rich complexity of their community.