



Job Description

Job Title: Database Specialist

Department: Information Technology

Supervisor: Director, Information Technologies

FLSA Status: Full Time, Exempt, Temporary

Approved Date: January 2019

Summary:

Coordinate and manage database activities to ensure performance, operation and stability of database systems. This includes database administrative duties such as analysis and maintenance of CRM data, creation of statistical reports, and performance of Database Mining Operations (DMO). **This is a full-time, temporary position with the possibility of becoming a permanent position after two years with satisfactory performance.**

Qualifications To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Essential Duties and Responsibilities:

1. Database Administration and Reporting

- a. Understand the various Customer Relationship Management (CRM) tools to create, analyze, and implement reports for external and internal customers.
- b. Execute data requests for the entire organization as back up, (e.g., Admin & Finance, Donor Engagement, and Marketing).
- c. Strive to be the Subject-Matter-Expert (SME) on the CRM systems and consult with others as needed to answer questions, navigate the system, and provide business intelligence.
- d. Document procedures and training on the CRM tools and provide training as needed to the organization.
- e. Coordinate and manage database activities to support application development projects.
- f. Provide functional and technical support to ensure performance, operation and stability of database systems.
- g. Manage data exporting and importing across all database systems.
- h. Prepare documentations of all database procedures and guidelines.
- i. Respond to database related queries and issues in a timely fashion.
- j. Monitor database activities on daily basis to ensure the reliability and security of databases.
- k. Assist in optimizing database for operational and performance efficiency, maintenance and troubleshooting.
- l. Prepare database reports for managers/users as needed.
- m. Research other available CRM modules in conjunction with IT and analyze/recommend whether the modules would be of benefit to the organization. If so, then identify productivity or quality improvement opportunities and create Cost/Benefit Analysis to show return on investment of dollars.

2. Provide administrative, campaign processing support, and quality audits for the Customer Relationship Management system (Andar). This includes providing administrative support, Campaign Processing support, e.g. receipt, audit, data entry, proof, and close. Be back up for the Senior Analyst for Campaign Operations. Assist in process improvement projects related to campaign processing.

3. Provide front desk support during the off campaign season, to include manning the front desk as needed.

a. Greet all visitors and direct them to the appropriate contacts within the organization, (e.g. 211, Court Referral, staff).

b. Maintain front desk guest and court referral calendars.

Marginal Duties and Responsibilities:

1. As needed, document, maintain, and train procedures for on-line campaign processing with Donor Engagement team.

2. Other duties as assigned.

Supervisory Responsibilities:

This job has no supervisory responsibilities.

Education and/or Experience:

Bachelor's degree from four-year College or University in Information Systems, Finance or related field; and/or 3-5 years related experience.

Certificates, Licenses, Registrations:

None

Supervision Received:

Under general direction, works from policies and general objectives with little functional guidance. Rarely refers specific cases to supervisor unless clarification or interpretation of organization policies is involved.

Language Skills:

English proficiency sufficient for communication with supervisors, co-workers, clients and customers. Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Mathematical Skills:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills:

To perform this job successfully, an individual should have knowledge of Database software; MS Access software; MS Project Management software; MS Excel Spreadsheet software and MS Word Processing software.

Other Qualifications:

Must pass all applicable background checks.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to

successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit; use hands to finger, handle, or feel and talk or hear. The employee is occasionally required to reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

Acknowledgements: The statements herein are intended to describe the general nature and level of work being performed by employees, and are not to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel so classified. Furthermore, management reserves the right to add, delete, and/or modify any of the job duties or requirements at any time.

Employee Signature

Date

PRINT:

Employee Name
