



Database Manager

Reports To: Director of Marketing and Communication

Status: Full Time

Classification: Exempt

Approved/Revised Date: December 2021

Summary:

The Database Manager is responsible for accurately and efficiently maintaining the integrity of the organization's CRM (Blackbaud Altru) database, along with managing all aspects of the database and assisting with related projects. This role acts as the primary CRM software "subject matter expert" for Waterfront Botanical Gardens (WBG).

Organizational Duties and Responsibilities:

1. Commitment to WBG's mission and its core values. Facilitates and supports the design and implementation of policies and procedures.
2. Supports and facilitates positive interaction with others by demonstrating individual maturity; respect for others; a team-centered approach; maintenance of confidential information; and an appreciation of a multicultural workplace.
3. Exhibits effective writing, organizational, time management, and interpersonal and oral communication skills.
4. Effectively prioritizes and coordinates job tasks for maximum productivity.
5. Participates in appropriate professional development programs and training to attain and maintain competency.
6. Effectively manages the Altru database to support and have relevance to the WBG mission. Also acts as a highly informed advocate of WBG, ensuring all are welcome and receive high quality customer service.

Essential Duties and Responsibilities:

1. Inputs all donations to WBG's CRM system and is responsible for filing related documents in the database as well as the paper file.
2. Generates donor tax letters and receipts on a weekly basis, including memberships.
3. Generates pledge reminders to donors via mail and email.
4. Provides monthly donor reports for senior staff and the Board of Directors and checks for accuracy.
5. Works collaboratively with the Membership department to track retention and generate membership renewal reminders, track member statistics and revenue.
6. Provides assistance for annual fund, special events, and grant solicitations, including preparation of invite lists and mailing lists, statistics pulled from the CRM, tracking attendance and participation and customized reporting.
7. Manages and maintains donor electronic (CRM) and paper records.
8. Works with the Accounting Department to reconcile donation reports monthly.
9. Works with Development and other departments to create, update, and deliver queries, metrics, reports, visuals, and other reporting tools.
10. Sets up and works with all other departments to set up programs, events, ticket types, queries, reports and campaigns.
11. Audits/monitors integrity of data daily (clean-up/maintenance).
12. Identifies opportunities to streamline departmental processes and procedures.

13. Fixes unresolved or incomplete transactions in the CRM system.
14. Helps staff with complex and intricate reporting and data needs in the CRM system.
15. Handles the internal security of the database including adding and removing users, assigning permissions/roles, and monitoring appropriate use.
16. Stays current on Altru news and updates and serves as the in-house trainer for all staff.
17. Manage and organize the Database Google Doc folders.

Supervisory Responsibilities:

No supervisory responsibilities.

Qualifications:

To perform this job successfully, this 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.

Education and/or Experience:

Minimum of a bachelor's degree required, with a minimum of five years' experience in an office setting. Skilled with computers, Mac, Microsoft Office, QuickBooks, Raiser's Edge and Altru (preferred).

Language Skills:

Ability to read, write, and converse in English. Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence.

Certificates, Licenses, Registrations:

Current driver's license and insurable driving record required.

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 talk or hear. Over the course of an 8-hour day, the employee may be required to perform manual labor. Ability to stand, walk, sit, use hands to finger, pull, handle, or feel, reach with hands and arms, climb ladders, kneel. The employee must be able to lift 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. Must be physically able to operate power equipment.

Work Environment:

Must be able to work a typical 40 - hour work week. Must be able to work the required hours to accomplish tasks and meet deadlines. 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.

To apply, send a resume and 3 professional references to humanresources@waterfrontgardens.org

Salary range is \$55,000 - \$65,000. Salary will be based on relevant experience.

Benefits Offered: Medical, Dental, Vision, Basic Life/ADD, STD, LTD, Flexible Schedule, Employee Assistance Program (EAP); Retirement Plan; Paid Time Off (PTO) to cover vacation, sick and holidays; and Flexible Spending Account.

Application deadline: January 13, 2022.