

MISSION OF HOPE DATABASE ADMINISTRATOR

JOB DESCRIPTION

Title: Database Administrator

Location: Cedar Park, TX

Department: Communications and Marketing

OVERVIEW

The Database Administrator will work to ensure data efficacy, efficiency, and excellence. The candidate will work to gain a full understanding of the operational capacity of Mission of Hope's (MOH) CRM and CMS. The candidate will have a full understanding of how data drives the MOH mission forward, and understands the importance of data analytics, data management and excellent business process.

An ideal candidate will have two to five years of relevant experience and a track record of successfully managing a non-profit 501©3 organizational donor database. The candidate will be persistent and professional—willing to keep working on a project or task even when it doesn't immediately bear fruit, or when a multitude of operational demands, adjustments, or needs arise. The candidate will enjoy researching, growing, and looking for strategies to improve processes and data quality. The candidate must have proficient knowledge of datamesh and data modeling, and superior level skills in excel. He or she must possess excellent written and verbal skills.

As a Database Administrator, the candidate will participate in Donor Care activities, including emailing and occasionally facilitating phone calls with the donor population. The candidate must possess excellent customer service skills and highly effective interpersonal skills.

THE FIT

Success at MOH depends not only on a person's skills, but also on their ability to fit the culture of Mission of Hope. If you answer "yes" to all the following questions, then you may be a fit for the team if your skill sets match the requirements below.

- Do you have strong administrative skills? Are you detail oriented and are you able to prioritize and manage multiple tasks at once?
- Are you good at working as a team to solve problems? Can you work with a "no job is beneath you" mentality and be willing to help others as needed as a solid team player?
- Are you able to work independently and solve complex problems without escalation?

- Are you a self-starter? Are you able to recognize needs, and work to solve or meet those needs without escalation or direction?
- Are you quick on your feet? Are you respectful and calm in stressful situations and able to work on a fast-paced team?
- Do you enjoy a good challenge?
- Do you tend to be the one who initiates conversations with colleagues, rather than waiting for them to come to you?
- Do you seize opportunities to try new things or improve a skill that's relevant to your current company or current role?
- Are you always trying to improve and do better instead of settling for the status quo?

THE DATABASE ADMINISTRATOR WILL HAVE THREE PRIMARY ROLES:

1. Constituent Record Management oversight and quality control, including: donor data, sponsorship data, donation data and mobilization data.
2. Content Management Service oversight, including user management and donor experience management.
3. Donor management best practices, including but not limited to: receipting, reporting, direct mail marketing segmentation, advanced segmentation processes and wealth insights

THE REQUIREMENTS

- Bachelor's Degree in related field, including, but not limited to, communications, business, or nonprofit management
- 2 to 5 years of relative experience managing a CRM at a 501©3 organization
- Strong data analysis skills with emphasis on project management, administration, organizational goals and objectives
- Proficiency in Microsoft Excel, Word and Cloud based technologies
- Excellent interpersonal skills, including verbal and written communication
- Change management skills, including presenting, teaching and patience

DISCLAIMER

The above statements are intended to describe the general nature and level of work required by someone assigned to this position or classification. This is not to be considered an exhaustive list of all responsibilities, duties, and skills required of personnel fulfilling this position. All personnel may be required to fulfill responsibilities outside of their normal responsibilities from time to time, as needed.

To apply for this position please send resumes to alisha@missionofhope.com