**POSITION DESCRIPTION: Database** **Administrator**

**DEPARTMENT: Development**

**POSITION TYPE: Full-time**

**FLSA Status: Non-Exempt/Hourly**

**THIS POSITION IS SUPERVISED BY: Director of Development**

**JOB SUMMARY: The Database Administrator is a key member of the development team. This position manages all information services to support Program, Development and Administrative needs. This position has primary responsibility for computer systems, data entry and database administration, gift processing, creation of analytical reports to assist in program and fundraising evaluation and preparation of reports. This position is also responsible for creation of accurate mailing lists. The Database Administrator will create policies and procedures for the recording of data and shall train the staff and volunteers on the same. This position will also have receptionist responsibilities.**

**PRIMARY RESPONSIBILITIES & DUTIES:**

**Gift Management**

1. Accurately process all gift transactions (e.g., cash, checks, credit card, online, gifts of stock, in-kind) and prepare donor acknowledgement letters daily with the goal of completing the gift process within 48 hours of receipt of the donation
2. Process matching gifts
3. Work with the Finance Director to balance out all gift transactions before the 10th of the month
4. Manage donor pledges, ensuring compliance with donor’s wishes and issuing pledge reminder letters as requested

**Database Administration**

1. Manage Salesforce database system including but not limited to evaluating and correcting constituent records to ensure accuracy, recording and management of prospects, donors (individual, corporate, foundations, religious communities, etc.) and volunteers
2. Maintain an active relationship with the software system vendors and support services and work directly with them to evaluate software needs, promptly resolve issues and implement improvements or changes
3. Recommend changes and enhancements to the advancement of systems and capabilities based on product research
4. Assist in the identification of information needs to assess programs
5. Ensure data integrity by developing policies, procedures, and style sheets and train staff and volunteers to assure compliance with the same
6. Identify training needs and conduct training as needed

**Development Assistance / Donor Relations**

1. Work with Development staff members to establish and maintain strong donor relations. Record all notes, actions, and meetings for the development team as requested.
2. Process year end Donor letters no later than January 31
3. Manage the direct mail program regarding analysis of each mailing and provide a summary to our vendor annually.
4. Update thank you letters quarterly
5. Creation of accurate mailing lists and email lists necessary for direct mail, newsletters, e-news, annual reports, insider’s letter, Christmas cards, and other mailings. Also, record such contacts on constituent records
6. Attend and participate in bi-weekly planning meetings for development staff, as well as scheduled monthly staff meetings

**Reporting**

1. Assist in grant reporting
2. Respond to information requests and enhance the value and use of the information. This includes but is not limited to creating analytical reports to assist staff in assessing their program results and preparation of board reports
3. Maintain an integrative volunteer management system and work with volunteer coordinator to track volunteer engagement and assess the volunteer program

**Technology and Miscellaneous**

1. Assist in the maintenance of computer systems within the organization including server maintenance, creating and managing usernames and passwords, and other information regarding the IT needs of the organization
2. Answer telephone and direct the call to appropriate staff and greet visitors to the office as needed
3. Preparation of letters on delinquent mortgage accounts as well as annual privacy notices

**Collaborative Responsibilities & Duties**

1. Uphold organizational values; cultivate an environment of ethics, respect, and integrity
2. Build a spirit of teamwork within the development team and within the Habitat organization

**Other duties as assigned**

**Working Conditions:**

1. The work hours may vary to accommodate responsibilities. The Habitat office is open 8:30 am – 4:30 pm, Monday through Friday, however evening and weekend hours may be required on rare occasions.
2. Primarily indoor work, but rare outdoor work
3. Physical Requirements: Must be able to see, hear and speak. Sit for long periods of time, and occasional stooping. Repetitive motion with hands, must be able to operate computer, keyboard and other office equipment; occasional light lifting up to 25 lbs. The noise level in the work environment is usually low to moderate.

**Requirements for Employment**

1. **Personal character and values:**

* Adherence to and enthusiasm for the mission, vision and core values and beliefs of Habitat for Humanity of Evansville
* Strong commitment to community service

1. **Education and Professional Experience:**

* Associates degree in database management, information systems, fundraising or the like. Bachelors preferred
* Minimum 3 years of experience and knowledge in Customer Relationship Management (CRM) software with Salesforce knowledge highly preferred.
* Strong verbal communication and listening skills as well as strong interpersonal relationship skills with emphasis on ability to work with donors, volunteers, future homeowners, homeowners and community leaders
* Excellent analytical and organizational skills with high attention to detail and pride in work
* Proficiency in Microsoft Office including Outlook, Word, and Excel

1. **Other Requirements**

* Pass an FBI background check

**COMPENSATION**

* Salary is commensurate with experience and knowledge
* Health Insurance available – Affiliate pays one-half (1/2) of enrolled employee’s premium
* Life Insurance
* Simple IRA 401(k) and employer match
* Generous paid time off and holidays
* Flexible schedule

**FORWARD RESUME AND COVER LETTER TO:**

Holly Edmond, Director of Development, Habitat for Humanity of Evansville, Inc., 560 E. Diamond Avenue, Evansville, IN 47711

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