**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Database Coordinator

**Job Number:** A-332

**NOC:** 2172

**Band:** 6

**Department:** Advancement Services

**Supervisor Title:** Director, Portfolio Operations & Digital Philanthropy

**Last Reviewed:** October 6, 2021

**Job Purpose**

Reporting to the Director, Portfolio Operations & Digital Philanthropy, the Database Coordinator is responsible for the ongoing user support, record maintenance, and data health of the portfolio’s *Raiser’s Edge* CRM database.

The Database Coordinator ensures the accurate coding of existing and new data within the database and ensures that record updates are completed in the desired timeframes. In addition, the role administers the creation and security related to user accounts.

**Key Activities**

***Information Oversight and Tasks***

Under the direction of the Director, Portfolio Operations & Digital Philanthropy and the portfolio’s data governance committee:

* Plans, implements, monitors and reports on initiatives to strengthen the quality and timely capture of information in ER&A’s *Raiser’s Edge* CRM database and other core software, including special data enhancement projects.
* Oversees and monitors the data entry work of the student data team.
* Works with various units of the portfolio and broader university to ensure the timely and accurate capture of ongoing information into the portfolio’s central database (e.g., recent graduates, board members, key contacts, etc.)
* Personally, inputs data and ensures high reliability and proper coding of all information.
* Develops routine data-health queries to review mass inputs of data and coach employees in proper coding practices.

***Administration, Training, and Documentation***

* Maintains and sets up user accounts ensuring proper security controls, systems access, and support for users.
* Responsible for the creation and ongoing documentation of staff training modules.
* Provides onboard training for new employees and updated training for existing employees.
* Assist with the ongoing management of digital and paper files.

***External User and Constituent Support***

* Provides ongoing external support to alumni and other constituents in relation to systems access, trouble shooting, help accessing services, and the like.
* Provides direction to student employees in relation to constituent support.
* Collaborates with the Digital Engagement Coordinator to ensure online access for alumni and other constituents is well supported.

***Collaborate on Other Assignments***

* Provides administrative support to the Director, Portfolio Operations & Digital Philanthropy
* Provides support on special projects as identfiied.

**Education**

University Degree or College Diploma (3 year), ideally in information management, or a data-oriented specialization or other pertinent field.

**Experience Required**

* Minimum two years of related experience in information or database management, or other information-related field.
* Demonstrated analytical and conceptual skills to organize relational database information and initiate and perform ongoing data-checks (including data mining, regular queries, etc.)
* Advanced computer skills, including experience downloading and exporting information between systems and developing robust reports.
* Experience working with a relational database is a necessity, preferably Blackbaud’s *RE NXT* or *Raiser’s Edge*, as well as the Microsoft Office suite of products, including *Word* and *Excel*.
* High commitment to accuracy, great attention to detail sustained over long periods of time
* Excellent oral and interpersonal skills, including diplomacy required to function effectively with development staff, campus administrators, volunteers, student team and other constituencies to bring projects to completion. Ability to work in a team environment.
* Demonstrated ability to work independently, prioritize work, and independently manage multiple, diverse and competing priorities while meeting deadlines.
* Strong project management skills and problem-solving skills and demonstrated ability to work in a demanding environment.
* Ability to maintain confidentiality and work with sensitive information.
* Flexibility to work on occasional evenings and weekends.
* Must be willing and able to travel locally and occasionally regionally.

**Analytical Reasoning**

* Analytical reasoning is applied to global record updates and importing new records to ensure data coding is correctly populated or identifying queries to review information is correct withing the database.

**Decision Making**

* Decision-making on a regular basis in the areas identified under key activities.
* Negotiation and decision-making with colleagues and stakeholders
* Experience, discretion, tact, and judgment are required when working with sensitive data.

**Impact**

* Actions or decisions taken by the Database Coordinator impact upon the accomplishment of External Relations and Advancement.
* Examples:
  + Reputation & fundraising: incorrect information could harm the University and undermine campaign efforts; duplicate or missing communications creates donor frustration and impacts reputation

**Responsibility for the Work of Others**

Indirect Responsibility

Manages student data team (2 or 3) in relation to assigned objectives.

**Communication**

Internal:

* Interaction with Advancement Services, Prospect Research, Donations Office, Philanthropic Stewardship, and Alumni Engagement colleagues.
* Other colleagues within External Relations and Advancement
* Other departments as required (IT, Payroll, Secretariat, R/O. etc.)

External:

* Volunteers, alumni and donors engaged in campaign
* Peers at other universities and within sector

**Motor/ Sensory Skills**

* Keyboarding & mouse manipulation - Computer usage impacts upon majority of responsibilities
* Driving - To attend internal and external meetings
* Dexterity/Coordination - Interaction at special events
* Hearing, speech and visual - remote and face to face communication, negotiation and presentations

**Effort**

Mental:

* Sustained concentration & focus to ensure accurate data entry and to develop complex queries

Physical:

* Long periods of time spent keyboarding, in meetings

**Working Conditions**

Physical:

* Long periods of time spent keyboarding, in meetings
* Support at, and in preparation for, major events (standing for prolonged periods, moving materials, etc.)

Psychological:

* Demonstrated flexibility in meeting shifting demands and priorities and managing multiple tasks
* Frequently deal with donor sensitivities and occasionally stakeholder complaints
* Stress imposed by competing deadlines, need for intense concentration