

Database Specialist

Our mission: *We garden to create, share and apply plant wisdom in our world*

Job Summary

SDBG's Database Specialist is responsible for developing, managing, and maintaining the Garden's software systems that store and organize data used by the Philanthropy, Membership, Visitor Services, and Events teams. The Database Specialist supports these departments and advises on best practices to ensure the accuracy, integrity, and cleanliness of the Garden's donor, financial, and events data. This will include working with internal staff and external vendors to lead the data management process, including tracking, reporting, and reconciling contributed and earned revenue as well as accuracy of donor information.

This position reports directly to the Sr. Director of Philanthropy and Communications. The starting pay is \$20/hour.

Essential Functions

- Act as liaison with our service providers (DoubleKnot and ClearView) to circumvent and address any data issues that arise and find solutions for an improved workflow, maximizing the use of database software and CRM to support business operations.
- Recommend, document, and implement changes to improve processes.
- Implement and lead database processes, procedures, and best practices.
- Lead Philanthropy and Membership data management and review recently processed contributions to ensure consistency, accuracy, and data integrity.
- Ensure complete and efficient transfer of data between Membership and Philanthropy, ensuring integrity and accuracy of the data across platforms.
- Pull revenue reports and mailing lists for the Philanthropy and Membership teams.
- Manage event ticketing process for Visitor Services and Events teams, including special events, member discounts, and other special circumstances.
- Produce post-event reports on attendance, donations, and revenue for various departments, as well as other reportable data.
- Coordinate with and support the Garden's Finance Department by providing reports that help to track and reconcile revenue.
- Pull reports and track data to be used to create pipelines for prospect research and donor engagement to support development of our major gifts program.
- Maintain discretion and privacy of donor records and financial information.

- Assist in analyzing donor and membership data, including retention and attrition.
- Review the planning and development of systems as we grow, making recommendations to address issues and find solutions as needed.
- Manage software updates, subscriptions, and renewal timelines.

Competencies

- Ability to work independently and with teams, successfully organize and prioritize multiple projects, and meet multiple deadlines.
- Strong aptitude with relational database applications, data entry, query development and report generation.
- Experience using CRM systems to track donor retention, moves management, and other data tracking to help grow and analyze donor base.
- Experience with researching software solutions and service contracts.
 - Writing RFP and Software Requirement documentation a plus.
- Strong project management skills, particularly with software implementation as well as experience with database ETL.
- Informed of the latest nonprofit software and data management trends.
- Excellent recordkeeping, communications, analytical and time management skills.
- Advanced experience and proficiency with MS Office suite, especially Excel.

Education and Experience

- BA/BS degree in related field (preferred). Relevant work experience will be considered, in lieu of degree.
- At least two years previous experience in database management and experience working at a nonprofit organization.

Work Environment

- Primarily desk work (sitting or standing) in an office at the Garden
- May occasionally be required to work a weekend or evening shift to assist with Garden events, outdoors

Physical Requirements

- Ability to traverse uneven terrain and walk at least one mile to Garden sites (preferred).
- Ability to perform light physical work

Other Duties

- As assigned

Additional Requirements

- Must pass a background check
- Must possess a valid driver's license

Please submit your résumé and cover letter to hr@sdbgarden.org.

No phone calls please.