



JOB TITLE: Database Specialist

REPORTS TO: President/CEO

Position Summary:

The Database Specialist must have a strong attention to detail, task-oriented, team player responsible for the overall high-level understanding of the organizations IT and be the Subject Matter Expert for the CRM. This position also helps with the finance, development, donor services, programs, scholarship, and marketing areas with a positive team spirit to advance the whole organization.

Position Hours:

Salary position for 40 hours per week (8:00am – 4:30pm Mon-Thurs, 8:00am – noon Fri).

Principal Duties and Responsibilities:

1. Database Coordinator

- Maintain an in-depth knowledge of CRM(CSuites), grant (GLM) and scholarship (SLM) software.
- Stay current with software updates and ensure staff are aware of changes impacting their workflows.
- Work with staff to utilize CRM to its potential to increase efficiency.
- On an ongoing basis review CRM for data integrity and accuracy.
- Pull, combine, and prepare reports from database per staff requests.
- Pull gift information for board meetings and affiliates monthly.
- Back-up for entry of all gifts and non-gifts in CRM made by cash, checks, credit card, ACH, in-kind, stock, etc.
- Responsible for creating new profiles for donor, vendors, etc.

2. IT

- Assist staff as needed with computer issues.
- Oversee Help tickets, when needed to resolve technical problems.
- Act as liaison between Hawkpoint, Foundant and other IT consultants.
- Maintain email distribution lists on O365 Portal.
- Work to keep office technologies up to date.

3. Additional Duties:

- Responsible for answering the phone, greeting visitors, and relating with donors, the public and community organizations.
- Draft fund agreements per request and related mailings.



- Work with Development & Communications Manager to provide information for marketing materials and assist with proofreading, as requested.
- Record RSVP's and generate nametags for Foundation events.
- Attend and assist at Foundation events, as requested by staff.
- Assist staff with other projects, as requested.
- Attend staff meetings.
- Deliver information into the community, as needed.

Knowledge, Skills and Abilities Required:

- Strong organizational skills, with attention to detail, as well as ability to envision entire scope.
- A personable, credible, caring person with a deep sense of commitment to the community.
- Comfortable working with diverse groups of people.
- Works as a team player
- Proficient knowledge of Excel (especially PivotTables and VLOOKUP), Word and Outlook.
- Knowledge of non-profits desired, but not necessary.

Work Relationship and Scope:

- Reports to the President/CEO.
- Works closely with staff and Board to meet the needs of the Foundation.

Work Conditions:

- Work is performed primarily in the City of Oshkosh.

Measures of Performance:

- Overall satisfaction of the President/CEO.
- Effective communication skills and development of a good working relationship with other employees and the community.

General:

This job description describes the general nature and level of work performed by employees assigned to this position. "Principal duties and responsibilities" describe those functions considered essential to the performance of the job. This description does not state or imply that these are the only duties and responsibilities assigned to the job. Employees may be required to perform other job-related duties as requested by the President/CEO or staff. All requirements are subject to change over time at the discretion of the President/CEO and to possible modification to reasonably accommodate individuals with a disability.