

## Job Description

### 1. Job Identification

Job Title:	Database Assistant
Department:	Operations
Job Reports to: (title)	Vice President, Operations
Classification:	Coordinator/Assistant
Salary Range:	\$32,500 - \$40,000
Creation Date:	May 2018
Revision Date:	

### 2. Job Overall Purpose

The Database Assistant (DA) provides accurate input, updates, maintenance of data. The position also provides support to the Database Specialist for all database needs including report generation, data mining operations, and data verification.

Working closely with staff working with workplace campaigns, this position provides support to the ePledge process through the development and maintenance of online giving portals, production and maintenance of landing pages and data reports

### 3. Job Responsibilities

Responsibilities	%
Database: <ul style="list-style-type: none"> <li>• Maintains accurate and updated records</li> <li>• Inputs information into database, as per established protocols and procedures</li> <li>• Ensuring data integrity as per established standards</li> <li>• Reviews and keeps database and shared files, contacts updated and accurate at all times</li> <li>• Updates, maintains and distributes campaign reports from donor database on daily, weekly and monthly basis, as per established timelines</li> <li>• Works with Vice President Operations to provide reports and analysis using designated reporting system</li> <li>• Provides periodic reports for CEO and/or Director Resource Development, including data mining and development of customized reports</li> <li>• Runs data mining operations to generate the desired results for reports and special requests of information</li> </ul>	40

<p>ePledge:</p> <ul style="list-style-type: none"> <li>• Supports relationship managers with their customer service offerings through the creation and maintenance of workplace landing donation pages</li> <li>• Creates and maintains email templates for ePledge campaigns</li> <li>• Provides support for report generation and updates for workplace ePledge campaigns</li> <li>• Reconciles ePledge reports between United Way and individual workplaces</li> <li>• Uploads data related to ePledge campaigns as well as e- list management (by workplace)</li> <li>• Troubleshooting as required related to web User IDs for ePledge accounts</li> <li>• Assist with the maintenance of electronic envelopes for all ePledge workplace accounts including the default web envelope</li> </ul>	25
<p>Campaign</p> <ul style="list-style-type: none"> <li>• Supports the process for producing centrally coordinated campaign reports, account histories, other documents and charts to ensure accurate collection and reporting of campaign results</li> <li>• Ensure that campaign activity is accurately updated in database software on a weekly basis</li> <li>• Update and maintain contact information in database, developing and maintaining updated lists as required</li> <li>• Assists with campaign analysis and mid-campaign analysis charts and data</li> <li>• Works with VP Operations on envelope audit at the end of the campaign</li> </ul>	10
<p>Community Investment</p> <ul style="list-style-type: none"> <li>• Provides support to CI staff related to Community Building module</li> <li>• Data input, updates and report generation</li> <li>• Assists staff with charts, reports, transfer of information related to outcomes, impact, grant and allocations applications</li> <li>• Maintains spreadsheet and data to assist staff with</li> </ul>	15
<p>Software Maintenance &amp; Updates</p> <ul style="list-style-type: none"> <li>• Implements software updates for United Way as required</li> <li>• Stays updated on new technology, software development implementing new features (example dashboard, reports)</li> </ul>	5
<ul style="list-style-type: none"> <li>• Other duties as may be assigned or may come up as part of organizational requirements</li> </ul>	5

The above statements reflect the general details considered necessary to describe the principal functions of the job as identified, and shall not be considered as a detailed description of all work requirements that may be inherent in the job.

#### 4. Job Qualifications

**Education:**

- Graduate from a recognized college with computer technology diploma or equivalent education and experience

**Experience:**

- This is an entry level position. Experience in a similar position is an asset
- Ideally, will have worked in a busy complex office setting using basic database principles

**Knowledge, Skills and Abilities:**

- Demonstrated knowledge of MS Office Suite programs
- Demonstrated database management skills
- Basic HTML coding
- Marketing and communications training or experience
- Strong written, verbal, interpersonal and communication skills
- Ability to work in a flexible office environment
- Excellent organizational and time management skills
- Ability to prioritize conflicting demands and work within tight deadlines
- Ability to work independently
- Knowledge and familiarity with current software is an asset

#### 5. Core Competencies

<b>Competency</b>	<b>Attributes &amp; Behaviours</b>
Mission-focused	Ability to link donor, volunteer, and advocates' aspiration to needs; Ability to catalyze others' commitment to mission; Strives vigorously to accomplish shared goals; Separates one's own interests from organizational interests in order to make the best possible judgments for the organization
Relationship-oriented	Understands what motivates individuals and organizations; Values diversity and inclusion; Effectively communicates; Treats others with respect and dignity; Actively listens to and facilitates diverse input and contributions

Collaborator	Seeks and shares knowledge of community; Takes collaborative approach to addressing issues; Focuses on shared goals; Mobilizes a broad range of sectors and resources
Results-driven	Has a searing focus on results and can effectively communicate goals and impact; Advocates for support of education, income, and health; Promotes innovation / willing to take risks; Develops relationships to drive resources and results; Has the necessary organizational skills to deliver on business model
Brand-steward	Acts with integrity and strong ethics to foster trust at all levels (personal, market, societal); Internalizes the meaning and commitment of United Way and consistently acts according to its value and purpose; Demonstrates the values of the network; is a good system-citizen; Is accountable and transparent with all stakeholders

## 6. Working Relationships

<b>Most Frequent Contacts</b>	<b>Nature or Purpose of Contacts</b>
VPO, Database Specialist President & CEO and Directors	Reporting, receiving direction Supporting, assisting
Managers, Coordinators	Assisting, collaborating, supporting

## 7. Decision-Making Authority

Setting priorities and workload balancing Identifying data integrity issues Revising reports in Andar
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**8. Other Information**

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For Human Resources Use Only	
Classification:	Coordinator/Assistant
Associated Position Number(s):	4
Number of Incumbents:	0
Number of FTEs:	1.0

**9. Working Conditions\***

**A. Physical Effort**

<input checked="" type="checkbox"/>	Much of the time is spent in a comfortable position with frequent opportunity to move about. Infrequent need to move or lift articles.
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**B. Physical Environment**

<input checked="" type="checkbox"/>	Located in a comfortable indoor area. Any unpleasant conditions would be infrequent and very mild.
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**C. Sensory Attention**

<input checked="" type="checkbox"/>	Regular need to give close attention, either hearing or seeing, to what is happening.
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**D. Mental Stress**

<input checked="" type="checkbox"/>	Work and environment change very little over time. Some pressure from deadlines, production quotas, accuracy or similar demands. Possibility of some mildly unpleasant social contacts and/or some concern about possible unpleasant situations.
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\* for a full listing of all possible working conditions please contact the Office Manager at 613-542-2674