United Way of Kingston, Frontenac, Lennox and Addington

Job Description
Database Assistant

1.   Job Identification

Job Title:	Database Assistant
Department:	Operations
Job Reports to: (title)	Vice President, Operations
Classification:	Coordinator/Assistant
Creation Date:	May 2018
Revision Date:	November 2018

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: • Input information into database, as per established protocols and procedures and maintain accurate and updated records, • Implement software updates for United Way as required	30%
ePledge: • Support United Way relationship managers by creating and maintaining workplace landing donation pages • Provide support, report generation and updates for workplace ePledge campaigns	20%
Campaign • Support the campaign with reports, input and maintenance of accurate information	15%
Community Investment • Provide support to CI staff related to Community Building module	25%
• Other duties as may be assigned or may come up as part of organizational requirements	10%

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
- Pays attention to detail and is well-organized
- Ability to take direction and supervision
- Excellent organizational and time management skills
- Ability to prioritize conflicting demands and work within tight deadlines
- Knowledge and familiarity with current software is an asset
- Must be able to plan and look ahead, anticipating timelines and deliverables; to work independently and with supervision
- Ability to thrive in a flexible, ever-changing office environment
- Comfortable with change

5. Core Competencies

Competency	Attributes & Behaviours
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
Critical Thinking and Creative Problem Solving	Gathers Data; Effective Decision Maker; Develops Solutions; Creative and Innovative; Manages Conflict Effectively

6.   **Other Information**

The United Way works with community volunteers and is volunteer led. The role of the staff team, individually and collectively, is to support and manage volunteers, building long term relationships with partners, volunteers, donors and workplaces.
We are a small, flexible employee group that works in a team environment, with employees pitching in as required, based on the needs of the organization and with an agility that is inherent in the work we do.
We value exceptional customer service, teamwork, drive and initiative. Our staff are solution-focused, accountable and take responsibility for the key areas of focus, and are comfortable with change, recognizing that change is a constant in this environment.