



United Way
Kingston, Frontenac
Lennox and Addington

The United Way of Kingston, Frontenac, Lennox and Addington is a local charitable foundation that builds and strengthens our community by bringing people and resources together to facilitate change.

We are looking for the following **full time position** to work in a fast paced, dynamic, growing environment. We offer competitive benefits, along with personal and professional development opportunities.

Position: Database Associate

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

Working closely with workplace campaign staff, this position provides support to the ePledge process and data reports. The Database Associate works closely with the Database Manager and Donor Relations Officer to ensure stewardship of donors in a timely manner.

Education:

- Diploma or degree from a recognized post-secondary institution in Computer Technology or equivalent education and experience

Experience:

- Minimum of one year's experience in a busy non-profit or complex office setting
- Minimum of one year's experience using basic database principles and basic HTML coding

Skills & Abilities:

- Sound computer skills including: spreadsheets, word processing, email, internet, database and / or fundraising software
- Well-developed analytical and reasoning skills (data analysis and evaluation)
- Ability to use moderately complicated formulae, tables and graphs
- Ability to understand, express and apply concepts and instructions of a general nature as well as somewhat technical / scientific / administrative concepts, methods and procedures
- Proven time management skills and ability to effectively organize work in an environment with competing work duties to prioritize and meet deadlines
- Ability to work in a flexible office environment
- Must pay attention to detail

If you would like to learn more about how you can be part of a professional, hard-working team that contributes to our community, please visit <https://www.unitedwaykfla.ca/about-us/career-opportunities/>

Please send resume and cover letter to: hrprojects@unitedwaykfla.ca (use DBA2020 in subject of email)

All applications are due by **4:00 PM on December 18, 2020** (or until filled).

The United Way of Kingston, Frontenac, Lennox and Addington is a proud Living Wage Employer.

Should you require accommodation to participate in the selection process please contact John DiPaolo, VP, Corporate Services jdipaolo@unitedwaykfla.ca.

We thank all applicants, however, only those being interviewed will be contacted.

The United Way of Kingston, Frontenac, Lennox and Addington is an equal opportunity employer, and we encourage qualified candidates from diverse backgrounds to apply to join our team.

We thank all applicants, however, only those being interviewed will be contacted.

United Way Kingston, Frontenac, Lennox & Addington
JOB DESCRIPTION

Job Title:	Database Associate		
Reporting to:	Manager, Database		
Job Classification	Level 1: Associate, Coordinator		
Department:	Corporate Services		
Creation Date:	May 2018	Revision Date:	November 2018, April 2020, November 2020

SUMMARY

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

Working closely with workplace campaign staff, this position provides support to the ePledge process and data reports.

The Database Associate works closely with the Database Manager and Donor Relations Officer to ensure all Friends of the Way and Leaders of the Way receive accurate, personalized, thank you letters in a timely manner.

DUTIES & RESPONSIBILITIES

Database (30%)

- Inputs information into database, as per established protocols and procedures and maintains accurate and updated records
- Ensures data integrity as per established standards
- Reviews and keeps database and shared files, contacts updated and accurate at all times
- Updates, maintains and distributes campaign reports from donor database on daily, weekly and monthly basis, as per established timelines
- Runs data mining operations to generate the desired results for reports and special requests of information
- Implements software updates for United Way Kingston, Frontenac, Lennox & Addington (UW KFLA) as required

ePledge (15%)

- Creates and maintains email templates for ePledge campaigns

- Provides support, report generation and updates for workplace ePledge campaigns
- Reconciles ePledge reports between UW KFLA and individual workplaces
- Uploads data related to ePledge campaigns as well as e-list management
- Troubleshoots web User IDs for ePledge accounts
- Working closely with Database Manager, prepares end of year reports to workplace payroll / HR departments
- Monitors usage and provides regular reporting on progress of workplace ePledge campaigns

Campaign (15%)

- Supports the campaign with reports, input and maintenance of accurate information
- Updates and maintains contact information in database, developing and maintaining updated lists
- Assists with campaign analysis and mid-campaign analysis charts and data
- Works with Vice President, Corporate Services on end of campaign envelope audit
- Supports CEO and campaign staff with donor analysis and update reports as requested
- Provides Donor Relationship Officer with Thank You letters in an accurate, efficient, timely manner as per timelines and process
- Working closely with Database Manager, provides data for direct mail and workplace Leadership & Major Donors reports, mail merge data
- Reviews and seeks out efficiencies in processes related to letters, direct mail, reports

eCommunity Builder (25%)

- Provides support to Community Impact staff related to Community Building module
- Inputs data, processes updates and generates reports
- Assists staff with charts, reports, transfer of information related to outcomes, impacts, grants and allocations applications

Other Duties (10%)

- Other duties or tasks may be assigned based on the business needs of the organization

EDUCATION AND EXPERIENCE

Education:

- Diploma or degree from a recognized post-secondary institution in Computer Technology or equivalent education and experience

Experience:

- Minimum of one year's experience in a busy non-profit or complex office setting
- Minimum of one year's experience using basic database principles and basic HTML coding

Skills & Abilities:

- Sound computer skills including: spreadsheets, word processing, email / internet, database and / or fundraising software
- Well-developed analytical and reasoning skills (data analysis and evaluation)
- Ability to understand, express and apply concepts and instructions of a general nature as well as somewhat technical / scientific / administrative concepts, methods and procedures
- Ability to use moderately complicated formulae, tables and graphs
- Strong written, verbal, interpersonal and communication skills
- Proven time management skills and ability to effectively organize work in an environment with competing work duties
- Ability to work in a flexible office environment and pay attention to detail
- A committed team player who is also able to work in a self-directed manner

COMPLEXITY OF DECISIONS

Typical decisions include setting own priorities, ensuring workload is balanced effectively and taking actions in an effort to coordinate requests made by internal sources.

Judgement may require some interpretation of variables and the situation at hand as this role identifies and advises on data integrity issues and revises reports in Andar.

Support and guidance for decision making is readily available.

MANAGEMENT / SUPERVISORY AND ADVISORY RESPONSIBILITY

Direct Supervision:

- There are no direct reports for this position.

Indirect Supervision:

- There are no indirect reports for this position.

TYPE OF SUPERVISION REQUIRED / INDEPENDENCE OF ACTION

The Database Associate operates with some independence of action and works under general supervision. Methods and procedures are available however questions dealing with unusual matters are referred to supervisor(s).

CONSEQUENCE OF ERROR

Typical errors may include miscommunication of information and / or the preparation and dissemination of content that is incorrect or not accurate. These errors are most often detected before they are communicated externally and most often result in lost time.

More serious errors could result in adverse impacts on the UW KFLA's image and reputation.

CONFIDENTIALITY

The Database Associate is privy to some confidential information related to activities of the

organization and impacts within the community. Disclosure could have a moderate impact externally.

CONTACTS

Internal:

- President & CEO, Vice President, Corporate Services, Managers, Staff
- Nature of the Contact – supporting initiatives, reports, etc.

External:

- There are no external contacts

PHYSICAL EFFORT

- Majority of time is spent in a comfortable position with frequent opportunity to move about
- Infrequent need to move or lift articles

PHYSICAL SKILLS

- Regular need to give close attention, either hearing or seeing, to what is happening
- Requirement to work at a computer, keyboarding, etc.

WORKING CONDITIONS

Physical:

- Located in a comfortable indoor area
- Unpleasant conditions are infrequent and very mild

Stress:

- Work and environment change very little over time
- Some pressure from deadlines, production quotas, accuracy or similar demands
- Some mildly unpleasant social contacts and / or some concern about possible unpleasant situations are possible

COMPETENCIES

The United Way Worldwide has developed an extensive Competency Model Framework. The Framework supports a common set of competencies to ensure that each United Way is able to attract, grow and retain the right people who have key competencies in areas that are fundamental to our mission and strategic direction.

Specific definitions, traits and behaviours are outlined the Framework titled: United Way Worldwide Competency Models. Those specific competencies that apply this this position are:

- Mission focused
- Relationship oriented
- Collaborator

- Results driven
- Brand steward
- Critical Thinking & Creative Problem Solving