

## **Database Manager**

**Job Type:** Staff - Regular Full Time Exempt

**Job Number:** 3239394

**Closing:** Continuous

**Location:** HPU Downtown Campus; Honolulu, HI

**Salary:** \$52,000-\$57,000

### **Description**

#### **Job Summary:**

The Database Manager provides strategic direction to the University Advancement Team on the structure of our database, ensuring the integrity of our data and audit processes and advising on best practices for appends, data imports, and the relational structure of the CRM with supportive technologies (NXT, Event Brite, Thankview, etc.). The successful candidate will have extensive knowledge of optimal data structure, creating and implementing feeds to and from systems, and creating complex queries and exports of data from our CRM (Blackbaud's: Raiser's Edge). The Database Manager is responsible for building strategic relationships within all areas of University Advancement (UA), but it is imperative for them to be very closely aligned with leaders in Alumni Relations and Annual Giving to provide key business analytics that guide philanthropic and programmatic strategies.

### **Qualifications:**

#### **Minimum Qualifications:**

- Bachelor's degree or higher.
- 3 years of professional experience in a fundraising or development context, specifically database management, data analysis, and/or information systems/services.
- Experience and skill working with relational fundraising databases (including query and report writing), and knowledge and proficiency in development operations best practices.
- A collaborative approach to management and teamwork.
- A customer service approach and the ability to demonstrate flexibility and problem-solving skills to resolve situations in a professional and calm manner.
- Excellent communication (oral and written) and interpersonal skills with proven ability to interact with a diverse range of individuals both in person and over the phone, via email, and in written correspondence.
- Sound judgment in handling confidential and sensitive material.
- **COVID-19 VACCINATION REQUIREMENT:** COVID-19 vaccination is a condition of employment for HPU. After receiving a conditional offer of employment, prospective employees are required to be fully vaccinated against COVID-19 with an FDA-approved

vaccine. HPU complies with federal and state laws on reasonable accommodations related to this requirement.

**Desired Qualifications:**

- An understanding of the important role of diversity, inclusion, and equity to institutional advancement and alumni engagement.
- Ability to operate independently, exercise sound judgment, and maintain confidentiality.
- Ability to collaborate closely with colleagues in development and across departments.

**Other Qualifications:**

- Candidates must be legally authorized to work in the United States. Visa sponsorship and relocation allowance is not available for this position.
- Report to work obligations to support the department and may require work during HPU's winter break, if necessary.
- Must meet training and background check qualifications and comply with the Protection of Minors policy.
- Upon hire, candidate must have reliable personal transportation to facilitate travel between to all HPU worksites and other locations as required by the position. This includes a valid driver's license and a personal vehicle that is legally registered and insured.
- This position may also require driving responsibility for an HPU vehicle. Due to driving responsibilities, you must meet training and background check qualifications and comply with HPU's Vehicle Driving policy.
- Able to work all shifts and extended hours.
- Successful candidate will be able to work in an environment that utilize excellent time and stress management skills.

**Key Responsibilities/Essential Job Functions:**

**1. Database Management (95%)**

- Manage the Raiser's Edge database to ensure the integrity and accuracy of information and that all protocols have been followed.
- Develop, maintain, and document procedures for use of Raiser's Edge database. Serve as the primary technical liaison with Blackbaud and monitor the vendor's knowledge base.
- Stay up to date on all known technical issues and software updates, as well as general industry practices and trends; participate in industry forums, listservs, and blogs.
- Develop the design, maintenance, and implementation of the technical systems, processes, and procedures that supplement our CRM (including but not limited to Banner, Thankview, EventBrite, Give Campus, etc.).
- Manage gift processing and biographical updates, and work in close collaboration with the Business Office and all departments on campus on anything related to fundraising and UA data. Oversee timely generation of acknowledgment letters and tax receipts for all donations.

- Support the timely and accurate workflow of constituent and gift information into the database. Establish and maintain agreed-upon gift entry procedures and coding standards.
- Create and execute standard and customized database reports that meet the evolving needs of the leadership and fundraising teams. Execute regularly scheduled and ad hoc performance matrix reports. Maintain standardized tools and procedures to track end-user lists and report requests, as well as data management and database improvement projects. Support planning and decision-making by translating data into user-friendly reports and dashboards through data visualization tools.
- Identify and report on key performance metrics that reveal trends, challenges, and opportunities.
- Ensure that the database is organized in order to maximize efficient use by frontline fundraisers, and support their colleagues in finding solutions.
- Train staff on policies, processes, and use of the database. Take the initiative to streamline, automate, and maintain any routine procedures associated with gift entry, membership tracking, prospect management, and other essential Development tasks.
- Lead the enforcement of data entry controls, conducting regular data hygiene procedures, and performing continual data audits with staff training and corrective training/review.
- Serve as the Institutional Advancement representative on University data/technology task forces.
- Communicate organizational information effectively through department meetings, one-on-one meetings, email, and regular interpersonal communication.

## **2. Performs other related duties as assigned (5%)**

- Actively participates as an effective member of team by completing assigned duties, accepting additional assignments or reassignments.

This description is not designed to list all activities, duties or responsibilities which may be required for this job. Other duties, responsibilities and activities may be assigned at any time.

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