

## JOB DESCRIPTION

<b>Title:</b>	Database Manager	<b>Department:</b>	Administration
<b>Report To:</b>	Chief Executive Officer (CEO)	<b>Classification:</b>	Full-Time
<b>FSLA Status:</b>	Exempt	<b>Date Created:</b>	August 2015
<b>Supervises Others:</b>	No	<b>WC Job Code:</b>	8810

### Summary:

The Database Manager is the primary contact for all things IT/Data related. This position is responsible for data accuracy, integrity and security of all constituent records, and for maintaining and enhancing all Blackbaud databases and products. This position is also responsible for all first contact troubleshooting with museum staff as well as management liaison regarding all other technology and network personnel. The Database Manager collaborates with the Development, Finance, Admissions, Facilities, Exhibits, and Marketing departments to maintain efficient/effective data & IT practices.

### Essential Duties and Responsibilities:

- Manage and maintain all Blackbaud systems
- Lead administrator for Patron Edge Online, Patron Edge and Raiser's Edge (amongst others).
- Identify database problem areas such as missing or incomplete data, incorrect values, duplicate records, and take steps to correct problems
- Liaison with Blackbaud & Toptix (or other 3rd-Party) staff.
- Continue to develop and maintain coding system for donor/constituent information in database.
- Collaborate with website developers to construct and maintain an effective interface between Raiser's Edge, Patron Edge and the Museum website.
- Provide maintenance and upgrades, monitor and facilitate backups of Raiser's Edge, Patron Edge, Patron Edge Online and Merchant Services software in conjunction with the Network IT Company.
- Review the museum's ticketed events and registration programs in Patron Edge and Patron Edge Online for availability on the website and at the Admissions desk that the Marketing department creates.
- Review, Manage & Troubleshoot all point of sale options, price lists, memberships, merchandise and coupon/discount are functional in the Patron Edge & and Patron's Edge Online.
- Managing digital ticket queue for user issues and planned projects.
- Manage weekly reconciliation of gift and donor records with the Development Department staff.
- Interface with finance department to ensure consistent revenue reporting.
- Responsible for tracking and filing multi-year capital campaign pledge documentation and has working knowledge of and ensures adheres to systems/controls established auditors standards.
- Create monthly financial and narrative reports and reconcile with Finance to ensure consistent revenue reporting.
- Review the daily/weekly/monthly/annual sales reports that the Marketing department produces.
- Work with Network Administrators to ensure quality IT processes are being delivered and that IT governance is taking into consideration on all decisions.
- All other duties as assigned.

### Qualification/Requirements:

- Ability to work with high net worth individuals and provide excellent customer service, keeping sensitive information confidential with a high level of professionalism and discretion.
- Ability to oversee all data processing functions and data entry, and willingness to continue development of multiple growing (SQL) databases.
- Self-motivated, self-sufficient, and able to perform duties with minimal supervision.
- Strong work ethic and attention to detail are essential.
- Maintains a high level of confidentiality with database security as it pertains to sensitive information.

- Event fundraising or gala experience preferred.
- Collaborative problem-solver, good analytical skills, takes initiative, and focuses on solutions. .

**Education/Training/Experience:**

- Experience with Blackbaud's Raiser's Edge 7, Patron's Edge and Financial Edge databases and Blackbaud configuration software
- Experience troubleshooting Windows (OS) Environments
- Ability to quickly learn and manage new software effectively
- Mastery of Microsoft Office (especially Excel, Word, Outlook)
- Strong General IT experience
- Five years of experience working in a fast-paced office
- Any SQL Experience highly preferred

**Physical Requirements:**

Must be able to sit for extended periods of time in front of a computer for up to 8 hours. Must have good communication skills (i.e., communicate clearly and effectively in both written and spoken English). Must be able to see well and able to read fine print. Must be able to lift boxes weighing up to 20 pounds – maintaining the computer equipment in the museum requires standing, walking, kneeling, stooping, and bending as well as carrying and/or lifting materials.

**Environmental Requirements:**

Must be able to work in a well-lighted, temperature controlled work area. Must be able to work in open area with other employees.

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