Title: Database Specialist, Foundation

Pay Rate: $42,590 - $47,590.00/per year. Pay will be determined based on related work experience above required. To be considered in determining pay, all related work experience must be listed on the application.

Number of Positions: 1

Position #: 190080

Classification: 1 Remote

Division: External Affairs

Department: Foundation

Type of Appointment: Full-Time

FLSA Status: Non-Exempt

Required Documents Needed to Upload at Time of Application:

· Resume

· Unofficial Transcripts

· Three Professional References (See below)

Reference check requirements:

 Non-supervisory roles: three (3) current or former supervisors

· Personal references (friends, clergy, customers, relatives) are not considered acceptable references

Job Summary: The overall purpose of this job is to maintain departmental data management systems related to financial, constituent, employee, student, and alumni information; implement donor research and procedures to improve and/or enhance productivity and increase revenue. This position is the technical expert for all Foundation databases and enterprise software and provides problem-solving, reporting, and security maintenance for foundation users. This position will provide leadership for data management and reporting.

Essential Functions:

30% Provide leadership for the oversight, use and maintenance of Foundation database applications, currently Banner Advancement, Argos, Raiser's Edge, and Blackbaud Award Management. Creates, maintains, and monitors the implementation of software operating and procedures guide. Collaborates with the business and finance office to ensure financial statements, VSE reports, in-kind reports, pledge payment schedules, invoices, receipt for benefit and the 990 report are properly configured, operational and completed in a timely manner.

30% Develop and implement methods to ensure integrity in general gift processing, online donation processing, data entry and mailings. Ensure corrections and updates to constituent records are implemented and maintained on a regular schedule (data clean up). Analyze and resolve user problems with the administrative systems, associated databases, and applications. Perform a variety of queries, reports, exports, imports, global adds (including alumni and payroll), changes and deletions to maintain optimal Raiser's Edge functionality and integrity. Provide leadership for online giving, PCI compliance, credit card gift acceptance at events and off-site locations and development of online giving forms.

20% Produces monthly reports on all revenue streams, donor retention and acquisition. . Establish campaigns, events and appeals in Foundation software such as Raiser's Edge. Assists with uploads (such as payroll) and exports. Assist with the management of fundraising portfolios, dashboards and prospect research.

10% Serves as the software platform administrator for Foundation specific software, such as Raiser's Edge, Blackbaud Award Management, to establish new user accounts, reset passwords, assign security status, as well as provide training and support for Foundation employees. Serves as the Foundation's point person for data and technical related needs with system vendors as well as testing for Banner updates and collaboration with Information Services.

10% Coordinate ongoing communication to constituents through Raiser's Edge NXT Online Express email marketing tools. Provide leadership for communication of donor annual giving summaries. . Coordinate mailing lists for collaborative publications between the college and the foundation.

Note: The College reserves the right to change or reassign job duties, or combine positions at any time.

Key Result Areas:

•Increased utilization of Raiser's Edge among all foundation staff members

•Decrease use of stand-alone Excel files, replacing with application use and procedures

•Analysis of gift entry process to develop office policies and procedures that result in higher productivity and decrease the likelihood of audit findings

•Development of data standards and coordination of software platforms

•Increased administrative efficiencies due to the elimination of gift entry into multiple systems
•Cross-Training of team members to foster greater understanding of different team roles and responsibilities

• Development of dashboards and reports for internal and external use

•Accuracy of data, elimination of duplicate records and inconsistent data

•Focus on fundraising metrics to increase revenue

•Development of standard queries and reports in Raiser's Edge

•Improved donor retention rates by tracking of the number of touch points from identification to solicitation
•Continued accessibility of Banner, Raiser's Edge, and Blackbaud Award Management processes. User satisfaction that problems are being solved in a timely manner and the analyst is proposing continuous improvements to better utilize the software.

Job Requirements:

- High school diploma with 7 years of full-time related experience
- Associate's degree with 5 years of full-time related experience
- Bachelor's degree with 2 years of full-time related experience

Part-time work experience is calculated at 50% of full-time experience.

Preferred Qualifications: Certification or training in administration of enterprise level systems is useful. Prefer certification in administration of fundraising CRM software. Raiser's Edge Fundamentals and NXT Professional Certification a plus or will be required within 1.5 year of employment.

Complexity & Creativity: The position requires a great deal of technical aptitude and skill. This position requires the ability to work independently with little to no guidance. The ability to problem solve and remain flexible is essential. This position is highly technical with a prescribed set of skills centered in experience with Raiser's Edge. This position must also provide leadership to all members of staff in the development of procedures for optimal software use and security.

Magnitude of Impact: The decisions made by this position impact the daily operation of all foundation staff. Their work streamlines the access of data used to inform the development of projects, appeals and campaigns. The work of this

candidate can make a positive impact on the foundation's annual revenue goals and streamline all other administrative processes. Errors would require intervention from the Executive Director of the Foundation and may include the college President for external publications.

Responsibility for Accuracy: Errors in reports, financial information. The likelihood that the error would be detected is very high given the direct oversight of the business and finance office.

Financial Impact: Failure to correctly implement developed policies and procedures could result in an audit finding.

Judgement & Decisions: The employee will make independent decisions regarding data standards, the development of user manuals, data clean-up, queries and reports. The employee's decisions are reviewed by the Executive Director of the Foundation.

Personal Contacts: The employee interacts with a wide variety of people both internally and externally. Internally, this employee meets with foundation staff, faculty and staff members. . Externally, the incumbent may interact with Foundation Board members, donors, prospective donors, retirees, and alumni just to name a few.

Hazards: The employee is exposed to the student population and general faculty and staff and could be exposed to an unforeseen incidents. There are few hazards with the exception of remaining in a seated position for too long.

Full-time Employment Benefits:

• Insurance Options Health, dental, vision, life, short/long-term disability, FSA/HSA Wellness Incentive Program, if enrolled in health plan

• Educational Assistance Fee Waiver Spouse/Dependent discounts Audit/Non-Credit Reimbursement Program

• Employee Assistance Program

• Retirement options Tennessee traditional pension plan option (TCRS) 401k with $50 company match/457/403b

• Employee Discount program with over 900+companies

• 13 Paid Holidays/Year Includes paid days off the last week of December

• Sick Leave Bank

• Longevity Pay

• Many opportunities for professional development

Special Instructions to Applicants: To be considered for a position at Pellissippi State, you must create an on-line application. Your skills, abilities, qualifications, and years of experience will be evaluated using only what is recorded on your application. Work experience that is **not** listed on the application will not be considered towards compensation. Please note: attaching a resume does not substitute for completion of the application form. Part-time work experience is calculated at 50% of full-time experience. Please note: to scan, upload, or attach documents, a computer and scanner are available at the Hardin Valley Campus Educational Resources Center, if needed.

Pellissippi State Community College is an EEO/AA/Title VI/Title IX/Section 504/ADA employer

If you have any problems or questions please contact Human Resources at Pellissippi State Community College's Human Resource Office at 865-694-6607 or by email at recruiting@pstcc.edu.

If you are interested in this position, click on the link to the left to apply.

#mrp