

# United Way of Central Florida Job Description

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## Position Title: Database Manager

<b>Department: Marketing and Communications</b>	<b>FLSA Classification: Exempt / Salary</b>
<b>Location:</b>	<b>EEO Classification: Official or Manager</b>
<b>Supervisor: VP of Marketing and Communications</b>	<b>Status: Full Time</b>

**Summary:** To serve as the administrator and organization-wide expert of the customer relationship management database acting in an administrative capacity as software support liaison for all organizational software systems while always adhering to the mission of United Way of Central Florida.

**Essential Duties and Responsibilities** include the following: (Other duties may be assigned to meet business needs)

- Pull and analyze reports and trends within customer relationship management database
- Build and customize the digital fundraising sites for campaigns
- Ensure the documentation and compliance of technology practices
- Participate as the technical lead in United Way Worldwide Digital Service initiatives
- Identify and communicate any data related issues/recommendations to the team to quickly develop a resolution
- Work with management to prioritize business and information needs
- Discover and define new process improvement opportunities
- Perform other duties as assigned

### Qualification/Requirements:

- Experience managing a database or CRM (Customer Relationship Management) application
- Must have exceptional written and oral communication, analytical, organizational, and problem-solving skills
- Excellent teaching and communication skills.
- Enthusiasm for finding ways to improve how people work with data.
- Structured approach to problem solving.
- Ability to understand and champion technology's role in United Way's strategic direction.
- Ability to organize, prioritize and handle multiple projects simultaneously
- Must be detail oriented
- Experience Data mapping competencies and ability to understand systems architecture and programming constructs such as APIs, data models and ER diagrams
- Comfortable and able to challenge conclusions and impact business outcomes
- Ability to multi-task in fast-paced environment, and collaborate with cross functional teams to get desired results
- Must have strong skills with Microsoft Office 365, particularly with Outlook, Teams, SharePoint and OneDrive
- Strong knowledge of information retrieval programs and tools: SQL and Excel
- Must have demonstrated research and project management skills, possess a strong work ethic, enjoy working collaboratively, be capable of working independently
- Data analysis experience preferred

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- Working with a nonprofit or educational organization as a staff member or volunteer preferred
- CSS and HTML skills preferred
- Ability to handle multiple tasks simultaneously

## **Education/Training/Experience:**

Knowledge of information technology systems management equivalent to completion of a bachelor's degree; or 5 years of related experience; or an equivalent combination of education and experience.

## **Physical Demands:**

Moderate physical activity performing somewhat strenuous daily activities of a primarily administrative nature. Includes sitting and/or standing for extended periods of time with the ability to lift up to 25 lbs.

Manual dexterity sufficient to reach/handle items, works with the fingers and perceives attributes of objects and materials.

Ability to adjust focus and read information in awkward, poorly lit positions.

## **Travel Demands:**

Must have reliable transportation and ability to travel to worksites and community-based meetings and events.

## **Disaster Response:**

Every United Way of Central Florida employee is a disaster response worker and is expected to work any time when the Polk County Emergency Support Function (ESF) is activated. It is expected that all employees will work in their disaster response roles as assigned after they have assessed the welfare of their families and the safety of their own surroundings.