

Dare 2 Share Ministries

Job Description: Database Administrator

DIVISION/DEPARTMENT: Development, Marketing & Creative

REPORTS TO: Marketing Manager

LOCATION: This position is open for remote location consideration and/or the Denver (Wheat Ridge) area

TYPE OF POSITION: ☒ Full-time ☐ Part-time ☐ Volunteer ☐ Contract ☐ Occasional/Seasonal

HOURS OF WORK: 40 hours (typically 8:00-5:00 Monday-Friday)

PAY RANGE: 60,000-75,000 (DOE)

TRAVEL: No

INTRODUCTORY PERIOD: 90 days

POSITION SUMMARY

The Database Administrator (DBA) is a trusted and relied upon member of Dare 2 Share Ministries (D2S) and is responsible for leveraging the power of Salesforce to further our mission. The DBA will lead the ongoing development and improvement, as well as the day-to-day administration and maintenance of our Customer Relationship Management (CRM) system. This also entail overseeing its integration with other ministry software platforms.

The DBA must possess excellent troubleshooting and communication skills and be able to work with acute attention to detail and minimal supervision on multiple concurrent, high priority projects. This individual will work to resolve systems issues in a timely manner and regularly interact with internal team members and business contacts to identify and investigate greater organizational systems efficiencies, constantly exploring ways to improve services. The DBA must be trustworthy and exercise discretion in handling confidential information at all times. As the primary point of contact for all data and reporting needs, DBA should attempt to be available for emergent issues as needed, even outside of scheduled hours.

As D2S relies on accurate data to drive missional operations and manage customer relationships, the DBA contributes directly to our mission to *Energize the Church, to Mobilize youth to Gospelize their world*, as they steward these critical systems for the ministry, and especially for the Development, Marketing and Sales departments.

TYPICAL DUTIES AND RESPONSIBILITIES:

The Work Examples and Competencies listed are for illustrative purposes only and are not exhaustive.

70% Database Ownership

- Act as the administrator of the Salesforce database, including the creation and maintenance of workflows, custom fields and objects, reports, dashboard development, and data flow management.
- Perform administrator functions such as setting up user profiles, roles, permissions, storage and backup management, as well as drive cleanup and updates of unused fields and objects.
- Serve as the primary contact for all Salesforce database needs and reporting requests as well as working with the teams to develop and maintain templates.

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- Manage all data reporting specialization needs.
- Work with Data Integrity Specialist to monitor and ensure the efficacy of all integrations joined to database and general cleanliness of data migration.
- Manage all vendor relationships related to Salesforce and our donor software.
- Create and/or maintain documentation and procedures related to our database and donor software.
- Proactively assess the platform's tools, capabilities, and updates to ensure optimization for the ministry.

30% Special Projects and Audit Performance

- Support the standing up of the Commerce Cloud as well as other future database projects, acting as the internal project lead and coordinating with any external vendors.
- Utilize donor software (Donor Search) to identify actionable insights for the Development Team.
- Regularly audit contacts to surface development prospects and leads.
- Continually analyze data to provide high-level understanding of trends especially for key youth leader groups, donors and events.

COMPETENCIES PREFERRED/REQUIRED:

- 3+ years of relevant experience in working with and customizing Salesforce NPSP
- Extensive knowledge of Salesforce and especially the Commerce and Marketing Clouds is a must
- Certification in Salesforce Administration and experience with Donor Search is highly desirable
- Strong communication skills and the capability to articulate data management strategies to both technical and non-technical stakeholders
- Excellent interpersonal skills, with a customer-service orientation
- The ability to successfully manage multiple high-priority projects at a time
- Application knowledge of Microsoft Office
- Experience supporting Program and Development teams in a nonprofit setting is a plus
- Knowledge of Hubsport integration with Salesforce a plus

KEY PERFORMANCE INDICATORS FOR THIS POSITION:

- Above industry average problem resolution and system up times
- Documentation for procedures, training, approved standards, and technical interfaces (Data Automation and Data Integration) all created, up-to-date, and regularly reviewed
- Timely turnaround on Donor information audits

The applicant chosen for this position must fully concur with the Dare 2 Share Ministries (D2S) "Statement of Faith", must fully support the expressed purpose of D2S, must be prepared to exercise and model the core values expressed by the ministry, and must agree to abide in all respects with the D2S code of conduct.