Database Specialist

Title: Database Specialist
Reports to: Data Solutions Program Manager
Classification: Non-Exempt, Full-Time, 40 hours per week (1.0 FTE), flexible hours

Salary: $44,000-$47,500

Summary

This position provides an opportunity to be a part of a collegial team of professionals committed to serving nonprofit organizations. The Database Specialist is responsible for centralized database functions for 501 Commons programs. As a member of the Data Solutions team, you will develop or deepen your Salesforce skills. If you are successful in this role, you may have further opportunities to advance your career within the Data Solutions team.

The position is responsible for assigning incoming client requests, obtaining client signatures on contracts, ensuring data accuracy, distributing client evaluations, and supporting 501 Commons programs. A successful candidate for this position will demonstrate attention to detail, ability to work with complex processes, and a service-oriented approach.

Responsibilities

Client Onboarding

- Assigns requests to the appropriate program using Salesforce
- Facilitates client onboarding as required by programs

Contract Management

- Assists in the preparation of contracts and tracks signatures
- Tracks client projects and ensures that next actions are defined and completed

Database Administration

- Maintains accurate and complete information in Salesforce, including client and volunteer records
- Maintains standard reports and generates ad hoc reports to monitor the database and assist programs
- Inputs and reviews data to ensure accuracy and does research to improve the data in the database
- Coaches staff members to use best practices in client project management
- Make process improvements and promotes database practices that reduce errors, improve data, lower costs, and increase efficiency
- Builds the skills to become a Salesforce “power user.” Under the guidance and direction of a Data Solutions consultant, this role will undertake Salesforce tasks such as report development and refinement, process documentation, field creation, de-duplicating records, page layout adjustment, and other technical tasks of similar scope.
- With increasing skill development and responsibility, this role can lead to competencies equivalent to a Salesforce Administrator
Client and Volunteer Evaluation Management

- Creates and updates evaluation forms as needed
- Sends and tracks completion of client surveys and volunteer consultant self-evaluation forms
- Works with the Data Solutions project manager to compile and analyze data
- Assists program teams in reviewing the results and making process improvements to assure high client and volunteer satisfaction, and staff efficiency

Administrative Support

- Assists program managers with program administration
- Provides backup support for trainings, events, and internal meetings
- Completes other tasks as assigned.

Competencies

- Fosters positive professional relationships through active listening, well-developed verbal and written communication skills, and strong attention to detail.
- Able to work well with diverse audiences, including clients, peers, volunteers, and supervisors
- Is proactive and focused on defining the next steps required to advance administrative processes
- Maintains and demonstrates a customer focus consistent with 501 Commons’ values
- Uses good time and project management skills, demonstrated by meeting or exceeding deadlines, maintaining an accurate work calendar, and anticipating the time requirement of tasks and projects
- Highly organized and can prioritize tasks while handling interruptions professionally
- Proficient in utilizing technology to manage time and projects
- Represents 501 Commons in a professional manner, as demonstrated by appropriate appearance, speaking and writing skills, disposition, and overall demeanor

Qualifications

You must be able to perform well under pressure and quickly prioritize tasks. The ideal candidate has the foresight to anticipate needs, likes to solve problems, and enjoys efficiently handling a lot of detailed information to make processes flow well.

We know the right person for this role may not meet all our qualifications. If you think you could be a good fit, reach out and let us know! To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may enable individuals with disabilities to perform the essential functions of this job.

Required Qualifications

- One year or more of experience doing database work, process management, administrative support, or contract management. Experience working with complicated processes or handling detailed information is relevant.
- A high degree of computer literacy Excellent skills in MS Word, Excel, Outlook, and PowerPoint. Desire and ability to learn new programs and applications as needed.
- Ability to exercise independent judgment to prioritize tasks according to importance and time sensitivity.

Desired Qualifications

- Excellent interpersonal and communication skills.
- Bachelor’s degree or equivalent experience.
- Experience working in a nonprofit organization.
- Work, volunteer, or personal experience with diverse communities, including LBGTQ, BIPOC, and people with disabilities
Experience using Salesforce or other CRM
Interest in a long-term career using Salesforce, including database administration and consulting.

What we offer

- Benefits including generous paid time off (includes vacation and sick leave), holiday pay, and employer-paid medical, dental, and vision coverage; life insurance and retirement account options, including an employer contribution to a 401k.

Work Environment/Physical Demands

Work Environment:
- Partnering with a highly professional and collegial team with opportunities for professional development
- We offer a flexible work environment that includes working from home or the 501 Commons office in Seattle. If you are not in the Seattle area, you will need to travel to the Puget Sound area occasionally for some in-person meetings with clients and team members.
- Hours are flexible within the 8am - 6pm workday. Extended hours may be available to accommodate an educational schedule or other factors.
- 501 Commons offers employees access to a 100% employer-paid base health care plan with the option to buy up to a more expensive plan. The organization provides generous PTO and 12 paid holidays. Employees have access to an FSA, an HRA, a childcare account, and a retirement account, to which 501 Commons contributes 1% a year to all employees. Salaries are benchmarked to 75% of the median for organizations of our size.

Physical demands:
- The employee is regularly required to talk and hear.
- This position requires clarity of vision at approximately 20 inches or less, including using computers, distance vision of 20 feet or more, and the ability to distinguish color.
- Keyboarding

Inclusion, Diversity, Equity, and Access (IDEA) Statement

501 Commons is an equal opportunity employer and seeks to recruit persons of diverse backgrounds from communities of color. We support the retention and advancement of diverse persons within the organization. We believe that having a board, staff, and volunteer corps with diverse personal and professional backgrounds enhances our ability to meet our mission.

501 Commons is committed to providing an inclusive workplace that fully utilizes the talents of all of our team members to achieve our mission. We are committed to fostering and supporting a workplace culture inclusive of people regardless of their race, ethnicity, national origin, gender identity, sexual orientation, socio-economic status, marital status, age, physical abilities, political affiliation, religious beliefs, or any other non-merit fact, so that all employees feel included, equal, valued, and supported.

To Apply

Please submit your resume and cover letter to jobs@501commons.org with the job title in the email subject line. We look forward to hearing from you.