



Database Program Manager Position Description

Full-time, Exempt Position in 501 Commons' Technology Services team.

In order to effectively serve their clients and perform their missions, nonprofit organizations need to make effective use of information technology. However, many of them lack the training, knowledge or support they need to do so. This is where we help close the gap. And this is where you can help.

As a key member of our Technology Services team, you will help nonprofits extend their reach and deepen their positive impact by managing our database services and consulting program. You will lead our growing team of consultants providing ongoing database support for our clients. In addition to ensuring effective use of existing systems, the team also executes projects in data management strategy, planning, design, and implementation.

We are looking for a thoughtful manager who can help the team build on a strong foundation to deepen the engagement we have with clients in our ongoing capacity-building work. You will also need to be an entrepreneurial thinker who can engage a variety of resources (paid staff, subcontractors, partners, and Service Corps volunteers) to expand the breadth of services we are offering our fellow nonprofits.

This is an extremely client-focused role with a lot of client interaction, so a passion for working with people *and data* is essential. Sensitivity towards nonprofits' missions and operations is crucial, alongside the ability to explain technical options and limitations effectively to both technical and non-technical audiences. A background in nonprofit technology and an understanding of the many offerings available for data management is preferred. If you speak outcomes and evaluation, donor management, volunteer management and/or client management, this is a great role for you.

Responsibilities

- Lead service delivery on database support and consulting services;
- Supervise database consultants and administrators providing ongoing database support services and staff client engagements—including recruiting, training and mentoring as needed;
- Assume responsibility for the sustainability of the program—maintaining a healthy pipeline and working closely with Client Engagement Manager to deliver contracts and scopes of work to clients;
- Provide database solutions to meet client needs including active project management as well leading database strategy and planning engagements;
- With Director of Technology Services & Consulting and other team members: identify, plan, and test new database support service offerings;
- Participate in outreach efforts in the community to promote 501 Commons services and information about nonprofit technology.

The above list includes the most commonly occurring responsibilities of this position. From time-to-time other duties commensurate with the level of this position may be assigned.



Required qualifications:

- 6+ years in technology as a program manager, project manager, senior consultant, or senior business analyst;
- Experience working with nonprofit organizations and interest in managing volunteers;
- Experience supervising and supporting a team to achieve establish and deliver on goals;
- Ability to develop and maintain effective working relationship with others and display diplomatic and strong communication skills with colleagues and client stakeholders;
- Ability to self-manage and adapt to changing priorities as needed;
- Adept with multiple software systems—especially data management systems—and willing to learn new products/solutions.

Additional desired qualifications:

- CRM experience, especially Salesforce NPSP;
- Data visualization expertise;
- Outcomes evaluation experience;
- Bachelor's degree preferred.

What we offer:

- Ability to set your own schedule within a M-F, 8am to 6pm timeframe, including working remotely and/or from home;
- Collaboration with a small, but highly professional, state-of-the-art technology team, with numerous opportunities for professional development;
- Generous benefits including paid time off, paid holidays, access to medical, vision and dental coverage and more.

Inclusiveness Statement

501 Commons is an equal-opportunity employer and seeks to recruit persons of diverse backgrounds and to 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 includes people of diverse backgrounds and fully utilizes their talents to achieve its mission. We are committed to fostering and supporting a workplace culture inclusive of people regardless of their race, ethnicity, national origin, gender, 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.

Application Instructions

To be considered for this position, please submit your resume and cover letter to techjobs@501commons.org with Database Program Manager in the email subject line. We look forward to hearing from you!