

Position: **Junior Database Administrator (1-Year Contract)**

Location: **London office**

**(Currently work from home due to COVID-19)**

Application Deadline: **Monday, May 10, 4:30 p.m.**



**United Way**  
Elgin Middlesex

*To learn more about working at United Way, check out our website*

<http://unitedwayem.ca/about-us/careers/>

## **Position Description**

We are seeking a Junior Database Administrator to accurately and efficiently manage constituent records to support strategies related to donor retention, acquisition, direct mail, email penetration and gift acknowledgment.

## **Primary Responsibilities**

- Maintain metrics that define and track data integrity that support fundraising activities
- Report ongoing progress to the Senior Database Administrator
- Run complex queries, build data mining operations, and collate data into reports; create and maintain mailing lists
- Maintain the database's electronic pledging module for workplace and individual giving, including the setup and management of specific campaigns
- Understand the CRM architecture, its categories, query features, and capabilities to capitalize on its functions for prospecting, fundraising and communication processes
- Perform data audits; provide reports, guidelines, and performance monitoring for the important elements of data integrity
- Assess the quality of existing data, staff and volunteer use of the database, and identify areas for improvement and/or clean up
- Lead the development and implementation of procedures to ensure best practices in data entry, reporting, and database integrity
- Train database users on functionality, data standards and reporting
- Monitor various inboxes related to customer service, bounce backs, and updating the database
- Engage staff in understanding the importance of database management, analytic reporting and information management strategies
- Adhere to confidentiality and code of conduct
- Perform other duties as needed to ensure the safe and effective operations of the organization

## **Our Ideal Candidate Will Possess**

- Post-secondary credentials in database administration, information management, data management or similar program, or a comparable combination of education and experience
- Minimum two years of relevant experience working with complex data systems related to customer service, sales or fundraising. Non-profit sector preferred, but not required.
- Highly proficient in Microsoft Office, specifically formatting; advance skills using Microsoft Excel formulae/functions
- Experience with queries, data importing/exporting, creating reports, mail merges, data storage and security storage
- Demonstrated experience working with a variety of relational database applications and CRM systems
- Experience with HTML, CSS, or SQL considered an asset
- Excellent analytical, problem solving, and organizational skills. Ability to present complex information and recommendations in simple, synthesized summaries
- Self-directed and self-motivated with the ability to work well under stress, meet tight deadlines, and adapt easily to change
- Strong interpersonal, relationship building and collaboration skills; able to communicate professionally and effectively with all levels of the organization and the public
- Exceptional project management and time management skills
- Ability to flex work schedule to attend meetings and special events which occur before or after regular office hours

Qualified candidates are encouraged to submit their cover letter and resume by **Monday, May 10, 4:30 p.m.**, to Lisa Simmons, Executive Assistant and Human Resources Officer:

United Way Elgin Middlesex  
409 King St, London, ON N6B 1S5  
Email: [lsimmons@unitedwayem.ca](mailto:lsimmons@unitedwayem.ca)

If selected, interviews will be flexible and make the most use of virtual options available.

*United Way Elgin Middlesex is an equal opportunity employer and welcomes applications from all interested individuals. We offer accommodation for applicants with disabilities in our recruitment processes. If you are contacted regarding a job opportunity, please advise if you require accommodation.*

*We appreciate all applicants' interest but are only able to contact those candidates who will be invited to the interview process. All applications will be held in confidence.*