

Position Description

Office of External Affairs and Development

Database Coordinator

Introduction

The Office of External Affairs and Development provides both direct fund-raising and development support activities in response to pan-institutional development priorities. The Office coordinates and participates in strategic development planning and activities for all fund-raising offices, and maximizes annual unrestricted income through Annual Giving operations.

As a member of the Development Services Team, the Database Coordinator has continuing responsibility for formulating and implementing data management activities for a data processing and filing system that is shared by OEAD staff, development officers in business units, and other staff across the institution responsible for donor, prospect and constituent relations.

Duties

1. Develops and enforces standard procedures and policies for collecting and entering information and producing reports. Communicates these procedures to appropriate OEAD staff. Ensures that hard-copy and computerized records on dealing with donors and prospects are maintained in a complete and up-to-date fashion. Participates in devising other information procedures and systems in the office and between the office and management and the units. Develops methods of categorizing and ranking data to ensure consistent coding of records. Writes and maintains documentation for computerized information system for users and for data entry staff.
2. Monitors the contents of the database and its use by institution personnel. Provides status information to the Director of Development Services, as requested. Designs management reports. Oversees regular updating of information in the database including information from solicitation letters, research reports, clippings, and internal memos. Independently assesses needs for maintenance programs and implements as needed to ensure efficient use of the database. Assists in the import of electronic data by ensuring that imported data conforms to database standards. Conducts ad hoc summaries, donor profiles, labels, addressed envelopes, and other special types of output as requested.
3. Is the resident expert for other personnel involved in data entry, resolving problems arising from ambiguity of data and revising policies and procedures as needed; consults with supervisor if decisions require major changes in specified procedures.
4. Designs and implements training programs for users of the computerized information system. Determines level of training required and adapts training to the appropriate level. Schedules and conducts training for SI staff.
5. Supervises the daily activity of gift and record-keeping staff overseeing the data entry and filing workload, providing guidance, giving work assignments, evaluating results, and reporting progress to the Assistant Director for Administration and Operations. Fulfills personnel duties such as hiring, training, and evaluating performances.
6. Establishes schedule for and coordinates production of text and donor lists. Coordinates with communication and public relations staff, various institutional business units/offices and OEAD staff to produce accurate and timely text and donor lists, incorporating accomplishments and changes made in development efforts across the institution every year.
7. Performs other duties as assigned.

Factor 1. Knowledge Required

Knowledge of a wide range of principles, technical methods and practices of automatic data processing and other information management systems in general and with specific application to fund-raising, OEAD, and the institution.

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Knowledge of the principles, methods, and practices of the development profession in general and as it relates to the institution; knowledge of research techniques and resources in the fields of philanthropy, business, and museum management.

Knowledge of teaching and training methodology.

Knowledge of personnel and supervisory techniques and procedures and specific institutional personnel policies and procedures to supervise the gift and record-keeping staff and hire, train and evaluate staff.

Knowledge of standard office procedures.

Skill in oral and written communications, in order to present policies and procedures, to advise institutional OEAD and unit staff on appropriate courses of action, to prepare training materials and procedure manuals, to make public presentations, and to write a variety of reports.

Factor 2. Supervisory Controls

This position is under the direct supervision of the Director of Administration and Operations who makes assignments through discussions, outlining objectives to be achieved and setting some deadlines. Employee uses initiative and judgment in defining the projects and work to be done, sets deadlines, resolves conflicts by determining approaches to take and methodology to be used. The employee works independently and refers only problems of unusual difficulty to supervisors for discussion and advice; completed work is subject to review for conformance with overall objectives and policy, for feasibility, and for comparability to other office work.

Factor 3. Guidelines

Office memoranda, software manuals, and traditional practices define generally applicable policies and procedures, which must be interpreted and adapted to individual problems. Circumstances sometimes require deviating from normal procedures and a large part of the work requires developing new methods to handle problems of dysfunctional, non-existent, or conflicting policies and procedures to be resolved by employee, for example, by rewriting procedures for creating new ones. In such cases, independent analysis and coordination of complex data and situations is required.

Factor 4. Complexity

The work consists of a number of related but distinct functions including record keeping, both in paper and electronic forms, supervision of personnel, and basic research, each of which require particular knowledge and methodology. In addition, OEAD activities served by the database include a wide variety of projects and programs which are often complex in nature and scope, sometimes encompassing several units and outside organizations, of several years' duration and considerable size; they may be national or international in scope and cover a wide variety of topics in the arts, science, and humanities.

The work involved various unrelated processes and methods such as those for record keeping, supervisory and automation tasks. The work requires the ability to sift much detail and information, to weigh conflicting priorities, to identify and analyze interrelationships, and to interpret abstract concepts, in order, for example to organize office records relating to over 280,000 donors and prospects to more than 500 projects worked on by OEAD each year.

The work consists of assignments that vary in size and scope and other tasks that are routine and independently accomplished with primary emphasis on storage and retrieval of accurate data in a clear and concise format. This may also involve research work and the ability to categorize, summarize, and quantify information obtained from paper, automated and human systems.

The Database Coordinator handles record-keeping assignments from the Director, and those referred from the Chancellor or Vice Chancellor, which are of a critical or sensitive nature. The Coordinator supervises the work of the

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Development Assistants, provides information management support to development officers and other unit staff, shapes record-keeping policies, and formulates new record-keeping techniques.

Factor 5. Scope and Effect

The proper organization and monitoring of donor and prospect information is important to securing the confidence of prospective donors in the institution, to improving OEAD efficiency, and to ensuring proper coordination of pan-institutional fund-raising efforts. Therefore, the work of the Database Coordinator directly affects the work of a variety of management development and unit staff dependent on this information. It also contributes to the financial well-being of the institution, providing resources which allow the organization to respond to program priorities and opportunities.

The employee's work with the paper and electronic data systems supports the mission of the OEAD Development Services Team to facilitate communication and coordination among the offices of the institution engaged in development; improves the ability of the other OEAD teams to store, retrieve, and manipulate information concerning past and potential donors, including identifying donors for the purpose of recognition in the Annual Report, enhances the perception of OEAD within the institution and among its target audiences in the private sector; affects operations of OEAD and its ability to serve units, institutional management of all organization fund-raising activities, and institutional advancement.

Factor 6. Personal Contacts

Contacts are with co-workers in the OEAD Development Services Team and members of the other OEAD teams, administrative personnel, Office of Information Technology, and development personnel in other organizational units. The employee also works with computer and software vendors and consultants and will seek outside sources of information as needed.

Factor 7. Purpose of Contacts

Contacts are primarily in response to various requests for reports, data entry or corrections of errors, developing and revising codes, providing policy and procedure information or training in the use of the database, updating of information, meeting with one or more Development Services Team members on formal or informal basis to resolve questions, problems, or establish informal basis to resolve questions, problems, establish policy, or plan future activities or objectives. Contacts, especially in the training area, are also used to influence and motivate persons who will use the system in the correct and established methods. Services of the program's vendor and the Office of Information Technology may also be required, as needed.

Factor 8. Physical Demands

The work is mostly sedentary, however, visits may be required to vendors, training classes, conventions, etc.

Factor 9. Work Environment

The work is performed in an office setting.