

Database Coordinator Job Description

May 2018

Overview

RE Sources for Sustainable Communities is a non-profit leader in environmental education and advocacy, based in Bellingham WA. Our mission is to promote sustainable communities and protect the health of northwestern Washington's people and ecosystems through science, education, advocacy, and action. Our vision is for people in northwest Washington to live satisfying lives in accord with the ecosystems we depend on — generation after generation. We are a staff of about 40 people working together and with our support network of over 20,000 supporters, to strengthen our communities and safeguard our region for future generations. Current programs include The RE Store, Clean Water, Clean Energy, and Sustainable Schools.

Position Overview:

The Database Coordinator will be a key teammate in coordinating the organization's Customer Relationship Management (CRM) system to engage, build, and motivate our growing supporter base of over 20,000 contacts. This is a new specialized position and we are excited to invest in training and provide clear guidance to prioritize projects. The Database Coordinator will develop and maintain seamless integration between Salesforce and other CRM tools for email marketing, community organizing, donation processing, and more. The ideal candidate must be organized, detail-oriented, and possess excellent problem-solving, analytical, and communication skills. The successful candidate will be an avid learner, quick to adapt to changing technologies, and able to readily apply new skills.

RESPONSIBILITIES

- Participate in database-related professional development and trainings.
- Maintain data integrity, security and routine maintenance of CRM system.
- Lead our team in establishing workflow protocols and effective management guidelines within one CRM system and across platforms.
- Analyze, recommend, and implement system improvements.
- Provide training and support to users.
- Generate reports and analytics to ensure contact engagement goals are being met.
- Resolve errors and liaise with outside consultants as needed.
- Assist Development Manager with supporter stewardship and donation processing.

REQUIRED QUALIFICATIONS

- 1 + years of experience using Salesforce or other CRM software.
- 1 + years of experience with data management and integration.
- Prefer experience using Campaign Monitor, Voter Action Network, Click & Pledge, Form Assembly, DemandTools, and People Import, or similar tools.
- Ability to effectively communicate technical language to non-technical staff.

ACCOUNTABILITY

The Database Coordinator position reports to and is supported by the Development Manager.

COMPENSATION

The Database Coordinator is a .6 FTE position (24 hours per week) with a flexible schedule of 3-4 days per week. The starting wage range is \$14.00 - \$18.00 depending on experience. In addition to providing rewarding and meaningful work, RE Sources offers access to health insurance (medical/dental/vision), a generous paid time off program, a flexible work environment and an opportunity to align sustainability values with employment.