

Manager of Database Services

Division: Finance

Supervisors' Titles: CFO

FLSA Status: Exempt

GENERAL SUMMARY

The Manager of Database Services (“MDS”) is charged with providing multi-site customer information database that contains accurate, current information and is easily accessible to staff and is the primary source for numerous internal and external publications. The MDS is responsible for enterprise database strategy, development, administration, performance, integrity, reporting and distribution, standards and procedures, as well as for related business process and workflow optimization. Proven strategic planning and problem solving skills with exceptional attention to detail required. Ideal candidate will have strong project management capabilities and easily learn new technology.

RESPONSIBILITIES

- ☐ Coordinate IT Strategy and Management across enterprise while working with outside IT consultant group
- ☐ Oversee technical consultants to assure system reliability
- ☐ Design and document data architecture and standards with IT consultants
- ☐ Implement access controls and other security provisions to ensure database confidentiality and integrity
- ☐ Effectively coordinate backup and recovery schemes for the enterprise database
- ☐ Facilitate ongoing improvement of processes and procedures for successful development and continuing management of enterprise database
- ☐ Educate users and monitor adherence to policies and procedures to achieve a high degree of data integrity and usability
- ☐ Lead data quality initiatives (internally and externally) including business process and workflow improvements to maximize efficiency, accuracy and data accessibility
- ☐ Foster a collaborative environment between staff at all levels, churches, schools and institutions, and national church to ensure accurate database content management and efficient data sharing, reporting and publication
- ☐ Assist secretary and other officers with annual meeting by building registration forms; supervising registration of about 900 attendees, informing churches of reporting requirements and tracking the receipt of such; assuring accuracy of certified delegates vs. registrants; serving as certification change and help desk at registration for Annual and Special council meetings
- ☐ Prepare and distribute an annual journal
- ☐ Prepare and update portion of the website and mobile devices monthly
- ☐ Supervise Database Services Associate and registration staff person during the annual meeting
- ☐ Continually increase depth and breadth of expertise by remaining abreast of system upgrades and modifications
- ☐ Perform other duties as assigned

Education and Training

- ☐ Bachelor’s degree in business administration or related field

Qualifications required

- ☐ 5 years of data management and reporting
- ☐ Proficiency in MS Access, Word and Excel
- ☐ Experience in database design and reporting skills
- ☐ Strong oral and written communication skills and the ability to interact and work effectively while maintaining a strong customer service focus at all times

Qualifications preferred

- ☐ Proficiency in SQL, Constant Contact
- ☐ Strong coaching and training skills