



JOB ANNOUNCEMENT
Manager, Database

South Coast Botanic Garden's (SCBG) mission is to connect ALL to the wonders of nature and create experiences that inspire stewardship and sustainability. The 87-acre destination is an oasis of formal gardens and natural walking trails founded atop the most unlikely of beginnings – a sanitary landfill. Today, the SCBG stands as a testament to the regenerative power of nature and the possibilities for land reclamation. The stunning Dorothy and John Bohannon Rose Garden is a signature experience, along with the show-stopping Living Wall, a long-term exhibit of eight remarkable largescale works of fine art sculpture, and seasonal butterfly pavilion. Programs invite guests to interact with nature through music, craft, science and wellness activities. There is even more excitement to come, with the creation of a 3.5-acre Marilyn and John Long Children and Family Garden scheduled for completion in the coming year. There has never been a better time to join this dynamic team!

POSITION TITLE:

Manager, Database

REPORTING RELATIONSHIP:

Reports to the Director, Membership and Visitor Services

JOB SUMMARY:

The Database Manager is responsible for maintaining institutional data integrity and manage all cross departmental use of the CRM Altru, Blackbaud. This will include ticket set-up, data pulls for mailings and analysis, and maintaining Altru functions associated with ticketing and membership fulfillment. The Manager will produce training documents for data entry and report on new CRM add-ons and functions available. This position will oversee the work of an assistant who manages membership and gift data entry as well as membership and gift fulfillment and reporting support as needed.

The Manager is expected to become the database expert of Altru and communicate any CRM changes needed. Ability to independently seek answers with Blackbaud and integrated services is imperative. The Manager will also recommend training in Altru for other roles and departments and provide written updates on any changes in Altru that impact current or planned back office processes.

The Manager is responsible for overseeing all database projects and reporting from Membership and Development programs and will work collaboratively with other departments (Marketing, Volunteers, Special Events and others) when there is an opportunity to improve our database or grow our constituent base. This will include but not be limited to data for analysis of ticket and membership purchasing trends. In addition, the Manager will produce financial reports from the CRM for the Development and Finance departments for reconciliation.

Day-to-day activities include managing daily revenue and attendance reports, reviewing the accuracy of data entered by colleagues, and troubleshooting our business systems' use of Altru when necessary to improve our business operation. Additionally, this position will create queries in the system for a variety of reporting needs and will create lead segment files for use in marketing, renewals and philanthropic

appeals. The Manager will act as the project manager for all database and database related technology projects.

The Manager will also help with the new configuration of systems as necessary for new applications using Altru, under the direction of the Director of Membership and Visitor Services.

The Manager is expected to maintain a high level of courtesy and professionalism with both visitors' questions about account issues and fellow team members. The ideal candidate is a team player who is service-oriented, has strong attention to detail, and has strong knowledge working with data and computers and solving related problems.

RESPONSIBILITIES:

- Demonstrate a well-rounded understanding of SCBG's mission
- Oversee and maintain the integrity and quality of SCBG's data
- Assist in creating policies and procedures to ensure consistent data activity across departments
- Create queries and reports used for marketing, membership and philanthropic appeals
- Manage database functions such as acknowledgment processes, donor appeal fulfillment, and benefit invitation fulfillment processes
- Supervise the daily transaction processes in relation to account corrections, de-duping and the use of Altru services such as deceased record finder
- Create systems for assigning database projects and correcting errors of Altru users
- Maintain current knowledge on enhancements to the database and facilitate training for self and colleagues as needed
- Regularly participate in professional development through Blackbaud University
- In coordination with the Membership and Visitor Services department, maintain a data entry process of new, renewed and gift memberships as well as other constituent data entry (volunteers, special events, program participants) as needed
- Provide ongoing and timely support to SCBG staff to help troubleshoot data issues as needed
- Investigate and resolve problems related to database functions
- Use creative problem-solving when responding to challenges. Resolve issues and/or elevate them to Management when appropriate.
- Coordinate the reconciliation of membership and development revenues each month
- Create and oversee the maintenance of institutional statistics and dashboards for attendance and ticket programs as well as other statistical analysis of sales and constituents
- Maintain confidential media/information with discretion
- Set up processes for monthly ticket creation in Altru and oversee ticketing fulfillment
- Treat all SCBG employees and visitors with respect and maintain a positive work environment
- Be a positive advocate for the SCBG's community and employee culture
- Other duties as assigned

REQUIREMENTS:

- This position works full-time, in-office at South Coast Botanic Garden
- Work inside an office environment
- Proficient in Blackbaud Altru database, Microsoft Office Suite including mail merge function, Google Suite, phone, calculator, copier and printer
- Expert knowledge in Microsoft Excel
- Detail-oriented and extremely well organized while able to understand and apply big-picture concepts
- A high degree of professionalism when interacting with others and ability to maintain confidentiality
- Ability to manage and streamline processes in a complex environment

- Excellent time management skills and an ability to work in a deadline-driven environment
- Strong interpersonal skills, with demonstrated ability to work across teams, as well as independently
- Reliable attendance
- Must be able to handle simple calculations and money transactions
- Must be self-motivated, focused and have a strong work ethic
- This position occasionally requires lifting of up to 15 pounds

QUALIFICATIONS:

- Bachelor's degree or combination of education and experience
- One or more years of non-profit database experience preferred
- Experience with integrated ticketing and POS systems preferred; experience with Blackbaud products, and Altru specifically, strongly preferred
- Experience with non-profit development gift entry and acknowledgments strongly preferred

The position is full-time, non-exempt, working Monday through Friday. Pay range is \$28-\$32 per hour depending on experience. Please submit your cover letter and resume to michellep@southcoastbotanicgarden.org to apply.