



United Way
of Greater Rochester
and the Finger Lakes

UNITED WAY OF GREATER ROCHESTER AND THE FINGER LAKES JOB DESCRIPTION

DATABASE SPECIALIST

Join the team!

United Way of Greater Rochester is a dynamic and collaborative work environment comprised of dedicated professionals who are driven to make our community a better place. Join our team and make an impact serving Greater Rochester with your time and talent.

Mission

Our mission is to mobilize the goodwill and resources of our community so that everyone can thrive.

Values

Our core values define who we are and how we serve our community. Within our organization and the communities, we serve, we act consistently with *integrity, action, caring, and teamwork*.

Culture Statement

We are committed to creating a welcoming environment that embraces, values, respects, and encourages people to show up as their authentic selves to produce their best work. Together we ensure that processes, policies, and practices foster fairness, belonging, and equity that reflect the views and values of all people within all levels of our organization.

Benefits

Our benefits package includes health, dental, and vision insurance, a 403(b)-retirement plan, life insurance, flexible spending account, and health savings account. United Way provides 14 paid holidays a year (thirteen days off and two ½ days), and you receive your birthday off. United Way is also pleased to offer two personal days, two volunteer days, 12 sick days, and 3 weeks of vacation per year, all prorated in your first year of employment.

How to Apply

A great place to work begins with its **PEOPLE!**

Driven by our mission and a shared set of values, our team of more than 90 talented professionals are dedicated to doing meaningful work in the community.

Come and join the Team! United Way employees enjoy a competitive benefits package including paid time off, health insurance options with a generous employer contribution, flexible and hybrid work schedules, retirement benefits with above standard employer contribution, a 37.5-hour work week, and more.

We're looking for people who are self-starters; excel in a collaborative team environment; have a passion for making a difference; and are natural relationship builders with proven success on make lasting connections.

Summary

The Data Specialist works in a cross-functional capacity to understand and leverage the data needs of the organization for strategic decision-making purposes. This position is responsible for developing, designing, testing, improving, training, and maintaining new and existing systems to help users retrieve data effectively.

Essential Functions

- Generate and automate reports and dashboards from single or multiple systems
- Perform data extraction and list management to support department and organizational needs
- Provide analysis of marketing campaigns and key metrics along with developing data visualizations.
- Provide internal support and training to database users
- Provide general system training and prepare system training materials
- Provide BI and Data Governance training
- Understand and document organization data models
- Prepare documentation of database processes and guidelines
- Actively participate in the establishment and implementation of data standards and protocols to manage current data and grow to anticipate changes
- Responsible for dimensional modeling
- Proactively identify data gaps and propose/implement solutions for strengthening donor database(s)
- Respond to data-related questions and issues in a timely fashion
- Provide high-level quality support to customers daily
- Assist in database enhancements and modifications
- Gather user requirements, create designs, and partner with ETL developers
- Create reports and dashboards utilizing BI tools
- Document data mappings, transformation rules, and calculations
- Monitor, validate and troubleshoot nightly data warehouse loads
- Support data champions with the detailed work of Data Governance
- Business process management skills
- Support other data collections tools
- Online campaign setup and support
- Provide Salesforce administrator support
- Stays abreast of the latest and “best-in-class” technologies
- Consistently demonstrate the values and mission of the United Way
- Perform other duties as assigned

Skills and Competencies

- Must be capable of reliable and predictable attendance
- High technical and data aptitude
- Strong attention to detail
- Ability to make decisions with strong judgment skills
- Adept in learning technology and systems
- Strong communication skills
- Mission and community-focused
- Strong customer service skills
- Ability to be flexible and adaptable to change
- Critical thinking

FLSA CLASSIFICATION: Exempt
SALARY RANGE: \$55,350 - \$60,000 ANNUAL

REPORTS TO: Chief Technology Officer

SUPERVISORY RESPONSIBILITY: None

TRAVEL: Local travel may be required on an occasional basis

Education and Experience

Bachelor's Degree in Information Systems, Computer Science, or related field or equivalent experience. Possess a passion for data and insights. 1-2 years of experience in database marketing or related field.

Ability to effortlessly switch between tactical execution and strategic planning. Experience with reporting and query tools including Excel, Salesforce MS-Access, SQL, JavaScript, CSS, Tableau,

Power BI, Visual Studio, and HTML. Ability to develop reports with actionable insights. Experience with marketing database creation and implementation. Experience in creating database queries. Ability to provide proactive, forward-thinking solutions to support business needs. Ability to interact and communicate effectively with all levels of staff.

Interested candidates may [**CLICK HERE**](#) to apply.

This job description lists only the responsibilities and qualifications deemed essential to the position in support of the ADA. Reasonable accommodations may be provided to enable individuals with disabilities to perform the essential functions. United Way of Greater Rochester and the Finger Lakes is an Equal Opportunity Employer. This policy prohibits discrimination based on sex, race, color, religion, creed, national origin, age, marital status, sexual orientation, gender expression, disability, genetic predisposition, veteran status, or status as a member of any other protected group or activity.