



## **Position Description: Database Administrator**

### **About Delivering Good:**

Delivering Good is a 501(c)(3) nonprofit organization that provides people impacted by poverty and tragedy with new merchandise donated by retailers and manufacturers. Since 1985, Delivering Good has distributed over \$2 billion of new clothing, home goods, toys, furniture, books and other consumer products through its network of more than 800 community partners, offering hope, dignity and self-esteem to at-risk children, families and individuals. By uniting retailers, manufacturers, foundations and individuals, Delivering Good strives to help create a more equitable world where children, adults and families facing economic, medical, social and environmental challenges have useful items needed to overcome adversity and achieve their full potential.

### **Position Description:**

The Database Administrator serves as the primary point of contact for Delivering Good associates and external business partners on all the organization's business applications and data. Serves as the subject matter expert (SME) and primary administrator for Salesforce and other business applications utilized by the organization. Assist Delivering Good associates with administrative, analytical and report development/requirements for Salesforce and other databases. This position reports to the Chief Financial and Administrative Officer.

### **General Responsibilities:**

- Train/guide new and existing staff on Salesforce and other business applications.
- Create and maintain Salesforce infrastructure for Moves Management and train staff on its usage.
- Prepare how-to documentation and train users to access, create and edit records and campaigns in Salesforce.
- Perform regular database and maintenance on Salesforce and other programs, including but not limited to deduplication and NCOA tasks.
- Assist staff with Salesforce day-to-day records management, including merging duplicate records; accessing, creating, and editing records; and creating and updating campaigns in Salesforce.
- Provide user support, including user adoption and training, troubleshooting user issues and fielding requests.
- Guide and help users to define, create and export Salesforce reports and dashboards.
- Support all business applications, which include but is not limited to: Salesforce, Classy, OneCause, and Formstack.
- Provide Salesforce, Classy, OneCause, and Formstack guidance and day-to-day support for Moves Management for Development team and initiatives such as Project Reroute, Annual Gala, Task Force for Action Against Racial Injustice and Inequality, Women's Inspiration Luncheon and the new donor Service Fee.
- Identify and define new process improvement opportunities.
- Other duties to be assigned as needed.

### **Requirements - Desired Skills and Experience:**

- Commitment to community service and social welfare
- Bachelor's Degree or equivalent
- Three years' experience with database maintenance, reporting and management, including Salesforce.
- Salesforce administrator certification preferred.
- Experience in gift, pledge administration and processing preferred.
- Knowledge of Salesforce nonprofit program, administrative functions, analytical tools, reporting, and dashboard capabilities preferred.

- Excellent organizational and time management skills, including the ability to handle and prioritize numerous projects.
- Excellent judgment and able to maintain confidentiality.
- Flexible, energetic, dependable, team player, and a decision maker.
- High proficiency in Microsoft office programs.

**Compensation and benefits:**

- Salary commensurate with experience. Attractive benefits available.
- Salary range \$66,000 - \$71,000 commensurate with experience.

To apply, please submit your resume, together with a cover letter describing how your skills and background align with the position, to [hr@delivering-good.org](mailto:hr@delivering-good.org) with the subject line Database Administrator.

Due to the high volume of applications, we are unable to answer each submission individually. Should you be selected for further consideration, you will be contacted by a member of the Delivering Good staff.

*Delivering Good is committed to a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.*