

## Database Specialist

The National Park Foundation (NPF) is seeking a self-driven and detail-oriented **Database Specialist** to work in the Philanthropy department. The individual in this position is a principal user of the Raiser's Edge and the Engaging Networks databases for the National Park Foundation serves as a resource to internal and external constituents for the fully integrated donor data management system. The Specialist will report to the Senior Database Manager and will work directly with the Philanthropic Team providing direct support and data analysis, as well as providing assurance of the reliability of the data and data reports.

### WORKING AT NPF

The National Park Foundation, in partnership with the National Park Service, enriches America's national parks and programs through private support, safeguarding our heritage and inspiring generations of national park enthusiasts.

In 1872 America did something unprecedented; it set aside more than one million acres of wilderness for the benefit and enjoyment of the people. For more than 100 years, citizen involvement and private philanthropy have helped to improve, preserve and protect America's national parks. Since it was established by Congress in 1967, NPF has sustained this legacy of private philanthropy. We are a small organization with a big mandate. Learn more about us at [www.nationalparks.org](http://www.nationalparks.org).

### RESPONSIBILITIES AND DUTIES

- Serve as an internal specialist and point of contact for the Engaging Networks and Raiser's Edge databases.
- Will help troubleshoot system-related issues and execute related to 1) data hygiene and record maintenance; 2) regularly-scheduled and one-off requests for data extractions, with heavy support for the direct marketing program; 3) support team members with mass-scale data importing; 4) assist with on-going user training.
- Create, run, and export queries and assist with analysis, as requested by staff to support their fundraising efforts. Identify and set-up standard reports for staff to run independently to monitor their fundraising initiatives.
- Proactively assist users in determining more efficient ways to utilize Raiser's Edge and provide support to end users when errors and issues arise.
- Strong experience with gift processing, including but not limited to in-house, lockbox, and online gift processing; would be able to provide back-up support for processing gifts during absence or other cross-training conditions.
- Maintain the integrity of the Raiser's Edge database through regular audits, which includes conducting weekly quality assurance of the database. Assists with reconciliation needs with the Finance team.
- Update and maintain policy manual and documentation on internal procedures for Raiser's Edge use.
- Training of staff on the use of the Raiser's Edge database.
- Manage Gift Adjustments in the Raiser's Edge database.

## **ESSENTIAL EXPERIENCE, SKILLS AND COMPETENCIES**

The ideal candidate should have the following:

- At least 3-5 years' experience in systems and/or development operations specifically in database management systems, database reporting and office productivity packages.
- Previous advanced Raiser's Edge experience.
- Demonstrated knowledge of the principles and practices of nonprofit fundraising and advancement operations, gift entry and administration, donor stewardship, database administration, records management and IRS regulations regarding charitable giving.
- An understanding of the types of data reports and analyses needed to support the fundraising efforts of a non-profit foundation.
- Demonstrated knowledge and experience in the use of automated business and systems tools needed to support the efficient management of development operations.
- Ability to prioritize work to ensure specific deadlines are met.
- Excellent communication and interpersonal skills, and a strong customer service orientation.
- The ability to communicate technical subjects to non-technical audiences and translate fundraisers needs into effective and cost-effective technical solutions.
- Excellent organizational skills, including the ability to prioritize and manage multiple tasks, meet deadlines, and use logic and analysis to troubleshoot software problems.
- Ability to exercise decisiveness and good judgment in situation requiring the evaluation of information to reach creative solutions.
- The ability to independently, with minimal oversight of job duties.
- Experience with reporting tools including Tableau, Crystal Reports, and Excel preferred.

## **DESCRIPTION OF PHYSICAL DEMANDS AND WORK ENVIRONMENT**

While performing the duties of this job, the employee is regularly required to sit. The employee is frequently required to talk and hear. The employee is occasionally required to stand; walk; use hands to finger, handle or feel; and stoop, and/or kneel. The employee occasionally must push and/or move up to 10 pounds. Specific vision demands required for this job include close vision and ability to adjust focus. Willingness and ability to travel extensively for this position.

## **TO APPLY**

If you know you are the perfect candidate for this position, we want to hear from you. Please submit your cover letter, resume and salary history by email to [resumes@nationalparks.org](mailto:resumes@nationalparks.org). Please indicate "DB SPEC." in the subject line of the e-mail.

***National Park Foundation is an Equal Opportunity Employer.  
Candidates of all backgrounds are encouraged to apply.***