



## Job Description

## Database Assistant (Part-Time)

### DEPARTMENT:

Burnaby Hospital Foundation

### REPORTS TO:

Database Manager

### OVERVIEW:

The Database Assistant assists and supports the Database Manager in day-to-day activities including overall gift processing functions and tasks in a timely and accurate fashion using fundraising database systems, Raiser's Edge and NXT while helping to maintain data structure and data flow between all departments. The role will also assist with planning, upgrading and troubleshooting of the database, and maintaining data hygiene for duplicate records, marking donors as deceased, removing from mailing list, or flagging returned mail. The Database Assistant will also play an active in supporting other additional fundraising functions.

### KEY AREAS RESPONSIBILITIES:

- Assist in processing donations (mail, online, walk-ins) using Raiser's Edge software. Add/Edit constituent records.
- Helps to maintain data structure and data flow between all departments.
- Support monthly donor giving program with set up recurring gifts, contact donors with declined credit cards, contact donor for expired credit cards.
- Prepare next of kin notifications for tribute gifts in a timely manner.
- Prepare cash deposits.
- Maintain data hygiene for duplicate records, mark donors as deceased, remove from mailing list, or flag returned mail, attach scanned documents to the record, clean-up queries.
- Assists with the development and implementation of policies and procedures related to database systems.
- Supports other fundraising functions and activities; enters constituent information; merges constituents; appropriately codes this information in terms of Appeal, Campaign and Solicit codes and provides backup as needed.
- Performs other related duties as required.

### QUALIFICATIONS:

Graduation from a recognized diploma program in business management or related field, supplemented by courses in computer science or internet-based applications plus three (3) to five (5) years database experience preferred or an equivalent combination of education, training and experience. Knowledge of Raiser's Edge NXT, Microsoft Office (Word, Excel, Outlook) an asset.

## **LEADS CAPABILITIES:**

### **Leads Self**

**Self Awareness:** Is aware of own assumptions, values, principles, strengths and limitations.

**Manages Self:** Takes responsibility for own performance and health.

**Develops Self:** Open to opportunities and challenges for personal learning, character building and growth.

**Demonstrates Character:** Models qualities such as honesty, integrity, resilience and confidence.

### **Engages Others**

**Fosters the Development of Others:** Supports and challenges others to achieve professional and personal goals.

**Contributes to the Creation of a Healthy Organization:** Creates an engaging environment where others have meaningful opportunities and the resources to fulfill their expected responsibilities.

**Communicates Effectively:** Listens well. Encourages open exchange of information and ideas using appropriate communication media.

**Builds Effective Teams:** Facilitates an environment of collaboration and cooperation to achieve results.

### **Achieves Results**

**Takes Direction:** Identifies, establishes and communicates clear progress and outcomes.

**Strategically Aligns Decisions with Vision, Values and Evidence:** Integrates organizational mission, values and reliable, valid evidence to make decisions.

**Takes Action to Implement Decisions:** Acts in a manner consistent with the organizational values to yield effective, efficient public-centered service. Demonstrates business acumen by efficiently and effectively identifying and managing human, capital, financial and information resources.

**Assesses and Evaluates Results:** Measures and evaluates outcomes. Holds self and others accountable for results achieved against benchmarks. Corrects course as appropriate.

### **Develops Coalitions**

**Builds Partnerships and Networks to Create Results:** Creates connections, trust and shared meaning with individuals and groups.

**Demonstrates a Commitment to Customers and Service:** Facilitates collaboration, cooperation and coalitions among diverse groups and perspectives to improve service.

**Mobilizes Knowledge:** Employs methods to gather intelligence. Encourages open exchange of information. Uses quality evidence to influence action across the system.

### **Systems Transformation**

**Demonstrates Systems/Critical Thinking:** Thinks analytically and conceptually; questions and challenges the status quo to identify issues, solve problems and design and implement effective processes across systems and stakeholders.

**Encourages and Supports Innovation:** Creates a climate of continuous improvement and creativity aimed at systematic change.

**Strategically Oriented to the Future:** Scans the environment for ideas, best practices and emerging trends that will shape the system.

**Champions and Orchestrates Change:** Actively contributes to change processes that improve health service.

### **Professional/Technical Capabilities:**

- Sensitivity to confidential donor and human resource information.

- Demonstrated ability to work with key internal and external stakeholders such as volunteers and Board of Trustees.
- Ability to develop and maintain rapport with internal and external stakeholders.
- Ability to work independently and as a member of a team.
- Ability to organize and prioritize while handling a high volume of work with frequent interruptions.
- Knowledge of basic accounting principles.
- Ability to operate related equipment including applicable software applications.
- Physical ability to perform the duties of the position.