



## United Way of San Diego County

**Job Title:** Data Management Specialist  
**Department:** Information Technology  
**Reports to:** Senior Director, IT and Business Architecture  
**FLSA Status:** Non -Exempt/Full-Time

### KEY RESPONSIBILITIES

#### Database and Business Systems Maintenance

- Collecting and entering data and maintaining accurate records of valuable company information across all business systems.
- Development of protocol and process documentation for databases and business systems.
- Act as the secondary interface with all databases and business system problems, projects and upgrades.
- Assist in the development of a centralized process for all business technologies, databases, and processing systems for users and problem resolutions.
- Database maintenance and interfacing of databases to other business systems.
- Maintain data warehouses, mailing lists, and any other needed data lists.
- Liaison to all departments as it relates to databases and business systems.
- Aid users in the use of other business related technologies.

#### Reporting

- Prepare routine and customized reports from UWSD databases and processing systems.
- Develop and maintain dashboards for key performance indicators.
- Provide analysis of existing reports.
- Communicate report results and analysis to the department managers and executives.
- Train report users and answer report user questions.
- Develop documentation on the use and maintenance of all reports and dashboards.

#### Other Duties

- Monitor and assure all data management protocols are being followed.
- Assist all departmental users in the utilization of databases, database tools, and other technologies.
- Support all IT and database processes and work to improve established processes.
- Additional duties as required.

### Core Competencies

- **Relationship Oriented** - The United Way Pro understands that people come before process and is astute in cultivating and managing relationships toward a common goal.
- **Collaborator** - The United Way Pro understands the roles and contributions of all sectors of the community and can mobilize resources (financial and human) through meaningful engagement.
- **Results-Driven** - The United Way Pro is dedicated to shared and measurable goals for the common good; creating, resourcing, scaling, and leveraging strategies and innovations for broad investment and impact.
- **Functional & Technical** – A relentless and versatile learner: open to change; analyzes both successes and failures for clues to improvement.



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### Qualifications

**Education:** Degree/certificate in business, computer or technical related field preferred; a combination of related coursework and experience may be substituted

**Experience:** One+ years database or CRM (customer relationship management) experience plus One+ year experience working with teams on special projects

### REQUIRED SKILLS & ABILITIES

- Demonstrated proficiency in MSOffice with advanced knowledge of Excel
- Experience with MS SQL helpful, but not required
- Demonstrated ability to work independently, manage time effectively and follow-thru
- Demonstrated strong communication and interpersonal skills
- Demonstrated ability to track multiple projects
- Demonstrated team player, with a positive attitude
- Demonstrated ability to exercise tact and good judgment
- Demonstrated ability to set and meet deadlines
- Demonstrated numerical aptitude
- Must utilize own transportation for fieldwork (*with expense reimbursement*)

### PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

- The person in this position frequently communicates with Leadership, Staff and the Public. Must be able to exchange accurate information in these situations.
- This person must be able to remain in a stationary position at the workstation 70% of the time and participate in meetings on and off-site 30% of the time
- This person must be able to utilize their own transportation for visits around the San Diego community up to 100% of the time.
- Frequent walking or standing is required.
- The person in this position needs to be able to move about inside the office to access file cabinets, office machinery, etc.
- Hands are regularly used to write, type, key and handle or feel small controls.
- Weights of up to 30 pounds occasionally lifted (carrying devices provided)

The statements herein are intended to describe the general nature and level of work being performed by the employee assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of incumbents.

### Work Schedule:

Typical schedule is 8:00 a.m. to 4:30 p.m. Monday through Friday. However, flexibility is required due to nature of business. Schedule may be changed as needed, to include evenings, weekends and holidays.

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