LUTHERAN HERITAGE FOUNDATION
POSITION DESCRIPTION

JOB TITLE: Database Administrator

REPORTS TO: Executive Staff

CLASSIFICATION: Full Time Employee - LHF World Mission Center, Macomb, MI

JOB SUMMARY: Responsible for LHF's overall utilization of Blackbaud's Raiser's Edge Constituent Relationship Management (CRM) database including gift entry, data append/data hygiene, reporting, and user management and training functions.

QUALIFICATIONS:
1. Blackbaud certification in Raiser's Edge database view and NXT is preferred
2. Proficient in Microsoft Office programs emphasis on Word, Excel, and Outlook
3. Ability to interpret and implement organizational goals and objectives within the database framework
4. Ability to work independently and cooperatively with staff, volunteers, donors, congregations, and the public
5. Strong communication, organizational, and work prioritization skills
6. Adept in searching for information and solutions online and experience with using chat support to resolve issues

PRIMARY DUTIES & RESPONSIBILITIES:
1. Oversee database design and structure to meet current/future organizational needs, goals, and objectives
2. Maintain overall security/user rights within database view and NXT
3. Entry/receipting of all forms of gifts including cash, credit card, direct debit, recurring, stock, estate, and real property according to IRS regulations
4. Supervise and train all users on software functionality and organizational data entry procedures for accuracy and consistency
5. Transition staff to Raiser's Edge NXT platform as functionality is released
6. Generate volunteer notices and mailing lists for bi-monthly newsletter mailings
7. Work with outside vendors to ensure data integrity and enhancement
8. Prepare and design reports/dashboards as requested by office and field staff
9. Preform query design, mail merge, import/export database operations
10. Maintain, update and develop organizational database policies and procedures manual as utilization evolves
11. Communicate with Blackbaud and service providers to troubleshoot problems, initiate cases, and clarify software functionality
12. Identify and implement new and untapped software functionality to better serve organization
13. Utilize support resources found on Blackbaud website, ensure users are aware of support resources, monitor product community forums, attend area user group meetings, participate in product webinars and training
14. Develop internal training resources including videos/policies & procedures to train users how to perform database functions in a consistent, accurate, and efficient manner