Job Title: Database Manager  
Department: Finance  
Classification: Full-time – Exempt  
Reports To: Chief Financial Officer

Job Summary
The Database Manager is responsible for managing the organization's database software. The Database Manager provides applications technical support for specific applications in finance, marketing, and development - wherever it is needed. The Database Manager also provides training to assist staff in efficient use of applications.

Job Duties and Responsibilities

- Oversee management of all Tessitura software, including planning, and maintenance.
- Apply and test software updates, as released by Tessitura.
- Stay updated with new database technologies and analyze such technologies to bring into scope of existing infrastructure.
- Manage all data integrity. Secures database by developing policies, procedures, controls and enforcing standards. Maintains database performance by troubleshooting problems. Audits to ensure the integrity of our data.
- Provide support for the whole organization, including department specific uses of the application, such as year-over-year donor tracking, list management, and financial reconciliation.
- Train and assist staff in the operation of software, and make recommendations on how software can assist them in their work.
- Work with all departments on the implementation of yearly processing cycles/campaigns. Prepare data files as required.
- Prepare calling files as needed for telefund/telemarketing partner.
- Assist in month-end/year-end close-out procedures for the organization.
- Help create and update documentation to allow easy access to daily/monthly/yearly processing procedures.
- Create specialized reports and files requested by staff and make recommendations as needed.
- Cultivate and maintain professional relationships with all outside consultants, vendors, and user groups who can provide technical assistance and system support.

Required Skills

- Bachelor’s degree
- 1-3 years of database experience (knowledge of Tessitura highly preferred).
- Working knowledge of database languages.
- Excellent understanding of data administration and management functions (collection, analysis, distribution etc.)
- Excellent verbal and written communication skills
- Openness to learn existing arts management database software (Tessitura) & CRM programs.
- An analytical mindset with problem-solving skills
- Ability to work in a fast-paced environment with an upbeat & positive attitude.
- Able to prioritize multiple projects and multi-level projects

Submit resumes to Shanna Yerdon-Walker/ Human Resources Coordinator at syerdon-walker@rpo.org