

Database Coordinator

Filoli is a 654-acre historic site of the National Trust for Historic Preservation, located on the San Francisco Bay Peninsula near Woodside, CA, and one of the finest remaining country estates of the early 20th century. As a team member here, you will be able to connect rich history with a vibrant future through beauty, nature and shared stories. You have the opportunity to preserve, build upon and share the wonder of this place.

In our daily interaction with guests, we envision a time when all people honor nature, value unique experiences and appreciate beauty in everyday life. You will also actively play a part in creating a vibrant future through our 2019-2023 Strategic Plan. Embedding the core principles of Diversity & Inclusivity, Sustainability and Organizational Excellence into each pillar of the plan, we are focusing on five main pillars of our organization: People & Culture, Fundraising & Financial Strength, Infrastructure Investments, Visibility & Branding and Engagement & Education. We welcome and appreciate your contributions to Filoli.

SUMMARY

The Database Coordinator will assume primary responsibility for ensuring optimal use of the existing ALTRU database to support departmental and program goals. The Database Coordinator reports to the Chief Development Officer and is responsible for oversight of the cross-departmental ALTRU database (a Blackbaud product) for all of Filoli department users including development, membership, reservations, education, and events. This position is responsible for modifying and maintaining ALTRU as well as analyzing the information needs of multiple users to assist in determining appropriate database application customizations and reports.

This is a full-time (30-40 hours per week, flexibly scheduled) position. Depending on candidate experience, the salary range will be \$30.00 to \$35.00 per hour. This position is eligible for employee benefits: medical, dental, vision, life, LTD, Flex Plan, 401(k) (eligible after 6 months of employment), vacation, sick leave and holiday pay. Typically, the Coordinator will be working 40 hours per week. In order to provide direct hands-on support for staff, the schedule will be based on business needs and flexibility will be important.

ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE:

Database Coordination

- Responsible for the optimal functionality of the ALTRU database;
- Work collaboratively with department leaders and staff in the planning process and to discuss departmental/program goals; ensure ALTRU provides the required information and is used to its fullest capacity;
- Determine required access and permissions and manage security for the database including security testing;
- Develop and maintain complex ALTRU applications for department/program focusing on specific areas or projects; design, develop and provide queries and reports from ALTRU to meet specific needs;
- Provide ALTRU quality control; investigate and resolve data and reporting inconsistencies; develop and implement workflow, data entry, collection and reporting procedures;
- Document processes to ensure internal controls;
- Develop written documentation, internal operating procedures and end user instructions;
- Train and notify staff of changes to data entry and operational policies and procedures and provide ongoing technical assistance;

- Serve as system administrator and primary contact to Blackbaud regarding database maintenance, product problems and services; collaborate with management regarding annual service contract negotiations;
- Serve as internal point person for troubleshooting issues; understand processes and develop relationships with Blackbaud support to ensure the highest quality service;
- Supports Square and advises on Counterpoint POS databases as needed;
- Assist Filoli IT service team with database related troubleshooting and technology requests.

General

- Support Filoli events as needed (i.e. Holidays, festivals, weekend and evening programming);
- Provide the highest quality service to all customers in every interaction;
- Uphold all Filoli's policies, procedures, guidelines and standards;
- Maintain flexibility and perform other duties as assigned to respond to the needs of the organization;
- Attendance and punctuality are essential to work and all work-related functions.

MINIMUM QUALIFICATIONS

An individual must be able to perform each essential duty listed above and any additional responsibilities as directed as well as satisfy the educational, core competencies and skill requirements listed below:

Education: High school diploma or equivalent and two years of college level coursework or training in computer applications, data processing or business technology. Relevant experience may substitute for the college level coursework or training.

Core Competencies:

- **DATABASE EXPERIENCE** – Two years experience which includes working with complex databases, troubleshooting problems, analyzing information and data, designing queries and reports and creating operational policies and procedures is required.
- **PEOPLE, PROJECT, AND PROGRAM SKILLS** – Effective cross-functional collaborative capacity. Ability to either take direction or work independently as the situation requires. Proven success supporting individual training and troubleshooting database issues.
- **LEADERSHIP** – Flexible, energetic, and outcomes-oriented self-starter who brings a creative approach to solving problems. Capacity to interact effectively and build partnerships with Filoli's many constituencies including staff, Board members, community partners and supporters, donors, members, visitors, and volunteers. Strong administrative skills. Ability to multitask, see many sides to complex issues, and perform at high standards with a collegial team.
- **CULTURAL COMPETENCIES** – Model a responsibility to self-awareness and awareness of others to recognize that individuals bring unique backgrounds, beliefs, values, and world-views. View racial and cultural differences as assets to the organization.
- **DIVERSITY, EQUITY, AND INCLUSION** – Committed to Filoli's dedication to integrate accountability across all efforts to support and sustain a racially equitable organization. Demonstrate a passion of advancing organizational DEAI objectives and influencing others to approach all work with an equity lens. Promote processes and communication that encourage organizational cultural competence and inclusion.

- **COMMUNICATION SKILLS** – Exceptional oral and written communication skills including the demonstrated ability to research and analyze information, compose reports, and discuss solutions to technical problems.
- **DECISIVE NATURE** – Well-honed ability to independently anticipate and analyze situations, define problems and objectives, recognize viable alternatives and formulate rapid solutions with understanding of the inherent risks and the implications of decisions.
- **COMPUTER SKILLS** – Expert in using relational databases (ALTRU); strong proficiency with Google Suite and Microsoft Office applications. Ability to transfer and analyze data through multiple systems especially excel and google sheets.
- **AVAILABILITY** – Maintain a flexible work schedule that includes evenings and weekends to meet the demands of executive management. This position is eligible to work remotely up to 50% of the time as business allows.

Skills and Abilities:

- Demonstrate a deep commitment to and enthusiasm for the mission and vision of Filoli;
- Sound judgment regarding the appropriateness of guarding the security and confidentiality of database contents;
- Detail and results orientated with intentional use of data and information to achieve project goals;
- Be an effective communicator (speaking and listening);
- Highly motivated and energetic, ability to show initiative and work independently;
- Display a high level of integrity and dependability with a strong sense of customer service, urgency, results-orientation, diplomacy, confidence and good humor;
- Accept feedback and make constructive adjustments to programs, processes and communications;
- Ability to read, interpret and communicate information in documents such as safety rules, operating and maintenance instructions, and procedure manuals;
- Ability to work in a fast-paced, change oriented environment;
- Follow-through to successful completion all projects and communications.

CERTIFICATES, LICENSES, REGISTRATIONS

A valid Driver’s License is required.

PHYSICAL REQUIREMENTS

The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job including:

- Sit for long periods of time at a computer;
- Lift/carry items up to 25 pounds;
- Stand, walk across uneven terrain, climb stairs, reach, lift, carry and bend.

HOW TO APPLY

1. Candidates with the above prerequisites are invited to submit their resumes along with a cover letter outlining their related experience and background to: <https://filoli.applicantstack.com/x/openings>
2. Possession of minimum requirements does not guarantee an interview.
3. Please, no phone calls.
4. Thank you for your interest in Filoli!

Please visit our website for more information: www.filoli.org

Filoli is an equal opportunity employer who values diversity in the workplace.