



United Way
of South Hampton Roads

We bring people and resources together to solve problems too big for any of us to solve alone.

**UNITED WAY OF SOUTH HAMPTON ROADS
Database Manager**

Title:	Database Manager (\$50,000-\$55,000)
Department:	Community Impact
Report To:	Associate Vice President, Community Impact
Date Created:	October 2022

Why Work for United Way:

Do you want to leave work every day knowing that you made an impact? At United Way of South Hampton Roads (UWSHR), you'll work in a fun and supportive environment where every day is a new opportunity to make a difference. If you talk to our employees, the single trait we all have in common is passion. We work hard because we love what we do and we know how much our community needs us. Plus, we offer excellent benefits and opportunities for advancement. If you want to be great while doing good, join the United Way team.

Objectives & Expectations:

This position is responsible for managing, coordinating and providing database reporting, logistical and technical support. This position should identify data and technical problems and deliver solutions to meet the needs of internal and external stakeholders. This position's responsibilities will provide operational and business support to all users of the UWSHR databases, including Apricot, eImpact, Unite Us, and CRM. The Data Manager will interact with a number of internal (United Way) and external (customer) individuals and is a key contributing role managing all aspects of data and databases across the organization.

Commitment to equity, diversity & inclusion

We take the broadest possible view of diversity.

We value the visible and invisible qualities that make you who you are.

We welcome that every person brings a unique perspective and experience to advance our mission and progress our fight for the health, education, and financial stability of every person in every community.

We believe that each United Way community member, donor, volunteer, advocate, and employee must have equal access to solving community problems.

We strive to include diversity, equity, and inclusion practices at the center of our daily work.

We commit to using these practices for our business and our communities.

Cultural Competence: The Manager of CI adapts a lens of cultural competency that conveys empathy, support, and an understanding of the people they work with both internally and externally, engage with, and the people they serve. This competency helps to build trust and effective engagement, build stronger relationships, expand our organization's reach, and more effectively and respectfully engage with people regardless of background.

Core Competencies are characteristics that all employees are expected to exhibit as a member of the UWSHR team. For complete details that include attributes and behaviors please see the United Way Core Competencies Checklist in the shared Human Resources Network Folder. These include:

- **Mission Focused:** The top priority is creating real social change that leads to better lives and healthier communities.



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- **Relationship Oriented:** Understands that people come before process and is astute in cultivating and managing relationships toward a common goal.
- **Collaborator:** Understands the roles and contributions of all sectors of the community and can mobilize resources (financial and human) through meaningful engagement.
- **Results Driven:** Dedicated to shared and measurable goals for the common good; creating, resourcing, scaling and leveraging strategies and innovations for broad investment and impact.
- **Brand Steward:** Understands his/her role in growing and protecting the reputation and results of the organization, and thus, the greater network.

Key Accountabilities include the following:

1. Responsible for facilitation and support of cross organizational data needs by creating and improving data and reporting.
2. Responsible for creating, documenting, and managing data integration between database systems.

Essential Duties and Responsibilities include the following:

- Advance United Way's capacity to measure results and communicate shared measures.
- Take a lead role in ensuring the effective and accurate collection of data, and helping to streamline organizational reporting processes on a continuous basis.
- Serve as the system administrator in grantmaking and other software including building forms, configuring processes, creating reports and ensuring data and processes are maintained and monitored.
- Train, assist and support staff, partner agency staff, and volunteers in the use of UWSHR databases including Apricot, eImpact, Unite Us, and CRM.
- Develop and implement database operation manuals and user guides for UWSHR and partner agency staff.
- Reporting duties include (but are not restricted to) report production for leadership meetings, board, committee and council meetings, impact reporting, and other stakeholder requests.
- Contribute to strategy, planning, problem-solving, and integration as a member of the Community Impact team.
- Consult with staff to understand requirements and opportunities to support data informed decision making.
- Other duties as assigned.

Key Skills Requirements:

- Bachelor's degree with a curriculum or major field of study which provides substantial knowledge useful in administering large relational databases, and/or in computer science or information systems.
- 3 years of database and data management experience.
- Facilitation of training sessions for small groups of new or intermediate database users



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- Project management skills with the ability to problem-solve, prioritize, delegate, and create systems and processes
- Excellent communication, interpersonal, listening, writing, and facilitation skills
- Ability to take concepts from initiation to completion with minimal supervision
- Microsoft Office skills and experience required
- Commitment to excellence and the mission of United Way

Work Demands & Environment:

- Ability to stoop, lift, finger – for example pick, pinch, or type and grasp
- Ability to clearly and concisely express and exchange detailed information and ideas to others accurately via spoken word
- Exerting up to 20 of force occasionally and/or a negligible amount of force frequently to lift, carry, push, pull or otherwise move objects
- Ability to inspect and analyze figures, accounting items, written materials, newsprint, computer terminal characters, transcription, and other similar objects at distances generally close to the eyes.
- The worker is subject to a variety of inside environmental conditions that may occur in an office, a private home, or elsewhere in the community including temperature variations, unpleasant odors, and potential allergens
- Although inside work is the rule, it is required that the individual be able to travel and may be exposed to a variety of weather conditions

Interested? Please send your cover letter and resume to humanresources@unitedwayshr.org. We will continue accepting applications until the position is filled.

United Way of South Hampton Roads is an Equal Opportunity Employer. In order to provide equal employment and advancement opportunities to all individuals, employment decisions at UWSHR will be based on merit, qualifications, and abilities. UWSHR does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, national origin, age, disability, sexual orientation, gender identity, veteran status or genetics. Please Note: Requirements, skills, and abilities described above are representative of those that must be met by an employee to successfully perform the essential functions of this position with or without reasonable accommodation. In no instance, however, should the duties, responsibilities, and requirements be interpreted as all-inclusive.