

Embassy Theatre Foundation, Inc.

Job Description

Job title: Database Manager
Reports to: Chief Philanthropy Officer
Classification: Exempt, Full-time
Salary range: Starting at \$35,000; negotiable, based on experience

General description:

This position manages the Embassy's customer relationship management database. Serves as system knowledge expert, using the platform to its fullest capacity. Leads data entry, creates reports, studies trends, provides queries for data mining and maintains the system. Assists with database integration, daily support and problem resolution to ensure system accessibility and reliability.

Duties and responsibilities:

- Manages all aspects of the ticketing and donor database system.
- Creates and develops custom reports and communication pieces related to fundraising and marketing, including creation of queries for reporting and data extracts.
- Manages, develops and implements new fundraising, marketing and sales features as related to the database system.
- Works closely with box office, fundraising, marketing and programming staff.
- Provides support for donor and membership programs, including entry and management of records, data and communications.
- Performs regular data integrity checks via queries and system reviews.
- Develops procedures and trains staff as needed.
- Serves as Embassy liaison to Ticketmaster representative and provides first line of support for ticketing and database systems users.
- Maintains email marketing system and data as related to the database system, including identification of targeted email lists to benefit marketing and fundraising purposes.
- Responsible for ensuring the privacy of sensitive patron and donor data.
- Works at Embassy events as required.
- Adheres to the Embassy mission, which is to enrich the cultural life of the region by providing a wide range of arts and entertainment experiences in a historic venue, and to its values, which are stewardship, excellence and diversity, inclusion and community.
- Performs other duties and responsibilities as assigned.

Education and/or experience: Bachelor's degree in related field and/or at least two years' experience in database management preferred. Working knowledge of ticketing and customer relationship management systems also preferred. Must be able to work with a team as well as independently, be an excellent communicator and able to handle multiple tasks.

Hours: Full time is based on 36 hours per work week, with flexibility to accommodate weekend and after-hour work schedules. Work from home flexibility also available.

Compensation: Wages are commensurate with experience. The Embassy offers a benefits package that includes a flexible work environment; health, dental and life insurance; 403(b) retirement plan; mental health EAP; short and long term disability; and paid vacation, holiday and sick days.