



## Database & Technical Assistant – Job Description

### ABOUT THE ARC OF KING COUNTY

The Arc of King County works with people with all forms of developmental disabilities throughout their lives. Developmental disabilities are conditions that occur before age 18 and are expected to last for life. They include autism, Down syndrome, cerebral palsy, and cognitive disabilities. The Arc provides support, connection, training, advocacy and opportunity for parents of a newly diagnosed child, for families navigating the school years and the transition into employment, for adults who choose to live independently, and for older parents concerned about providing support and care for their adult children. Because of this breadth of service, The Arc is the “go-to” agency in the developmental disability community.

### JOB SUMMARY

The Database & Technical Assistant is primarily responsible for 1) Salesforce database management and manipulation, 2) The Arc of King County’s website, and 3) disseminating digital communication. Specifically, the main responsibilities of the position are:

- 55% All aspects of database entry, management and upkeep; running queries for campaigns and management reports; data analysis; technical support for other database users in the agency
- 20% Updating the website on a regular and timely basis
- 10% Build the architecture for, construct lists, and disseminate e-newsletters and other digital communication
- 10% Manage membership enrollment and communication, database tagging, and dues report to The Arcs of WA and US
- 5% Provide additional support on The Arc’s two key fundraising events, incl online registration, and post-event processing

### ORGANIZATIONAL REPORTING RELATIONSHIP

**Department:** Fund Development

**Supervisor:** Director of Development (DoD)

**Other key relationships:** Marketing and Events Coordinator (M&EC), Program Assistant, Program Managers, Finance Director

### CONTEXT

The Development team 1) generates revenue from foundations, individuals and companies, and through events, and 2) builds awareness in the Puget Sound region about the services The Arc provides to those that need it.

The Development team’s primary customers are 1)The Arc’s existing and prospective supporters, and 2) The Arc’s Outreach and Advocacy programs and services staff.

This position is built for someone who is a “data junkie”. You have solid database and website management skills; enjoy slicing, dicing, and finessing data; and want to use your abilities to help The Arc accurately target its communication and marketing to various audiences.



## ESSENTIAL FUNCTIONS

### Database

- Generate standard queries; identify opportunities for additional targeting; analyze data and make recommendations for future activity
- Assist with maintaining and updating database records for individuals, foundations, and corporate donors
- Assist the M&EC in producing pre- and post-event and campaign reports
- With the M&EC, construct and write the monthly e-newsletter in Vertical Response, and send to relevant contacts
- With the DoD, manage the completion of the database upgrade currently being implemented by external consultants, and take the transfer forward internally
- Liaise with Outreach and Admin Depts on a regular basis
- Provide support on data entry and running reports to Arc admin and program staff, and volunteers

### Website

- Ensure regular and timely updating of the website
- With the M&EC, continually ensure content and style are relevant and reflect the mission, vision and values of The Arc

### Events

- Prepare online registration; enter pre- and post-event information on Salesforce (ticket purchases, donations, auction bids, gifts-in-kind, related contacts)
- Maintain guest lists
- Disseminate Save the Date and invitations.

### Membership

- Send pre- and post-enrollment correspondence to members
- Send quarterly membership roll to The Arc of Washington

### Communication/PR materials and activities

- Under the direction of the DoD and M&EC, distribute press releases and other information to media contacts; help direct media enquiries to appropriate agency staff
- Occasionally represent The Arc at conferences and exhibitions

### Other

- Be a motivated and supportive member of The Arc staff in working to fulfill the organization's mission and vision; be an example of The Arc's values in action.
- Participate in department, program, agency, and trainings as necessary.
- Provide occasional support to the Board, Development Committee, and event committees in their development activities.
- Other projects or duties as assigned by the DoD.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.



## QUALIFICATIONS

### Education

- Associate's or bachelor's degree in a related field.

### Minimum Qualifications (or ability to demonstrate qualifications at a comparable level)

- Minimum 2 years' experience of working intimately with a sophisticated database (preferably Salesforce). Proficiency in accurately entering and editing data, designing queries, de-duping, and manual merging of records.
- Minimum 2 years' experience producing e-communication (e-newsletters, e-vites) using Vertical Response or similar
- Ability to create and edit content on a standard web development platform; comfortable using HTML code.
- 1 year's experience working in a supporting role
- Proficiency in using MS Office Suite
- Some experience of distributing press releases to media contacts
- Good interpersonal communication and customer service skills
- Strong organizational skills, attention to detail and follow-through, and the ability to handle multiple projects simultaneously.
- Ability to work individually in a self-directed manner and as part of a team
- Takes initiative and is able to prioritize with little supervision

### Desirable

- Significant experience working with Salesforce and Vertical Response
- Knowledge of the challenges facing individuals with intellectual or developmental disabilities and their families
- Experience working for a nonprofit

## PHYSICAL AND OTHER REQUIREMENTS

- Ability to maintain prolonged focus in an open plan (and sometimes distracting) office environment
- The ability to occasionally maintain flexible hours and travel
- Strength sufficient to carry boxes of materials and display boards to external locations

## SALARY/BENEFITS

This is a full-time hourly position, with a starting rate of \$15.43 an hour. The Arc offers a very generous benefit package, including 10 paid holidays, paid personal leave, Medical, optional Dental, Orca pass, Life and Accidental Death and Long Term disability, and 401K plan.

## HOW TO APPLY

Please email your resume along with a letter of interest to Ellia Ryan at [eryan@arcofkingcounty.org](mailto:eryan@arcofkingcounty.org), with "DTA" in the subject line. The letter of interest should specifically address how your experience and background relates to the desired qualifications and responsibilities of the position. This position is open until filled. Priority will be given to applications submitted before January 27<sup>th</sup> 2011.

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**Date Reviewed:** January 12, 2011

### APPROVAL:

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Development Director Approval

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Executive Director Approval