



LUBBOCK AREA UNITED WAY
JOB DESCRIPTION
DATABASE ADMINISTRATOR

Job Title: Database Administrator
Department: Resource Development
Reports To: Director of Strategic Donor Engagement
FLSA Status: Non-Exempt
Prepared By: Brett Thigpen, Director of Strategic Donor Engagement
Prepared Date: May 30, 2025
Approved By: Brett Thigpen, Director of Strategic Donor Engagement
Approved Date: May 30, 2025

POSITION SUMMARY

The Database Administrator is responsible for maintaining the accuracy, integrity, and functionality of Lubbock Area United Way's donor database (CRM). This role ensures timely and accurate data entry, manages donor and volunteer records, and supports the operational needs of the Resource Development team. The Database Administrator also provides technical support to staff, maintains up-to-date records, and ensures the CRM system is functioning efficiently and securely.

ESSENTIAL DUTIES & RESPONSIBILITIES are outlined below. Other duties may be assigned.

1. Database Management & Data Integrity
 - a. Maintain a complete and accurate CRM of all current, lapsed, and prospective donors and volunteers
 - b. Update records based on staff input, volunteer feedback, and independent research
 - c. Conduct regular database maintenance, including software updates and patches
2. Data Entry & Processing
 - a. Accurately enter and verify donor pledges and payments
 - b. Prepare deposit slips for fully paid gifts and submit to the Chief Financial Officer
 - c. Monitor third-party processors and United Way Worldwide platforms for new or updated pledge data
3. Reporting & Documentation
 - a. Generate standard reports to support campaign tracking and donor engagement
 - b. Maintain multi-year records for all aspects of fundraising and donor history
 - c. Create and process reports to support campaign operations, including thank-you letters and tax receipts

4. Support for Campaigns & Donor Engagement
 - a. Prepare donor and volunteer lists, giving profiles, and call packet materials for donor and CEO visits
 - b. Maintain up-to-date rosters for all teams, committees, and ad hoc groups
5. Training & Technical Support
 - a. Serve as the lead trainer for staff on basic CRM operations
 - b. Collaborate with CRM software providers and IT support to resolve technical issues
6. Administrative Support
 - a. Provide front office coverage and general administrative support as needed

GENERAL EXPECTATIONS

- Demonstrate strong attention to detail and a high level of accuracy
- Communicate clearly and professionally, both verbally and in writing
- Manage multiple projects and deadlines in a fast-paced environment
- Exhibit a proactive, solution-oriented approach to challenges
- Maintain confidentiality and integrity in handling sensitive data
- Collaborate effectively with team members and other departments

SUPERVISORY RESPONSIBILITIES

This position does not have direct supervisory responsibilities.

QUALIFICATIONS

Required:

- High school diploma or GED
- 2-4 years of experience in CRM, data management, or other related field
- Proficiency in Microsoft Office applications, especially Excel
- Strong organizational and technical skills

Preferred:

- Bachelor's degree
- Experience with a sophisticated CRM system
- Experience in a nonprofit or mission-driven environment

KEY COMPETENCIES

- Highly effective verbal, written, and interpersonal communication skills
- Ability to manage large volumes of data with precision and efficiency
- Strong follow-through and ability to meet deadlines
- Ability to plan ahead, prioritize tasks, and adapt to shifting priorities
- Team-oriented with a collaborative mindset

PHYSICAL DEMANDS & WORK ENVIRONMENT

- Standard office environment with extended periods of computer use
- Occasional lifting of materials up to 25 pounds
- Frequent communication via phone, email, and in-person meetings
- Fast-paced work environment with interruptions and shifting priorities
- Reasonable accommodations as defined by Title 1 of the Americans with Disabilities Act may be made to enable individuals with disabilities to perform essential duties

COMPENSATION & BENEFITS

Salary Range: \$35,000-40,000 annually

Benefits Include:

- Private health, dental, and vision insurance plan
- 403(b) thrift plan
- Paid time off
- 9 paid holidays per year
- 8 free counseling sessions per year

APPLICATION INFORMATION

To apply for this position, please email a cover letter and resume to Brett Thigpen at bthigpen@lubbockunitedway.org.