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## Database Manager

Do you believe that data is a powerful organizational tool to build relationships, refine programs, articulate impact, and create a more equitable future? Are you excited about joining a bold, women of color-led, innovative organization with a dynamic team that is deeply committed to its mission? If so, the Database Manager role may be for you. Justice Outside advances racial justice and equity in the outdoor and environmental movement. We shift resources to, build power with, and center the voices and leadership of Black, Indigenous, and People of Color because the health of current and future generations demands it.

The Database Manager will be responsible for helping Justice Outside take the next steps forward in our growth and development by ensuring our systems are supporting our team in building the deep and lasting relationships that are so key to our work. The Database Manager will create systems and policies for data management, oversee Justice Outside databases (including CRM and grants management systems), and advance the goals of our fundraising, communications, administrative, grantmaking, and program departments by ensuring a smooth connection to our data.

### Position Summary

Justice Outside has recently upgraded our CRM system to Raiser's Edge NXT and acquired a new grantmaking software, Blackbaud Grantmaking, to support our Liberated Paths and Youth Access to Nature programs. The Database Manager will implement and oversee the long-term management of both systems; create and oversee organizational file management protocols; pull reports as necessary to support our development, grantmaking, program, and communications work; and work proactively and collaboratively with others to plan, implement, and review policies and processes that support the long-term health of our data.

The ideal candidate has an experienced track record of building systems from the ground up; enjoys working in dynamic environments with both CRM and grantmaking software; pride themselves on having a sharp eye for detail; and is deeply committed to centering racial/environmental/social justice, movement building, and advocacy in their work. This position reports to the Director of Administrative Services.

In alignment with the position summary, critical responsibilities are listed below.

### Core Responsibilities

#### ***Systems and Database Management***

- Oversee the organization's CRM database (Raiser's Edge NXT) including data integrity, accuracy of records, process improvement, data analysis, donor research, and staff training (related to data entry and review)
- Oversee the organization's grantmaking database (Blackbaud Grantmaking) including application management, grantee data integration, uploading and processing of forms,



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communications reports, records management, and staff training (related to data entry and review)

- Support the oversight of Justice Outside's ad hoc systems including Xero Accounting Software and Constant Contact as well as future software integrations
- Create protocols for data entry, monitoring, and updating in all systems in collaboration with the Director of Administrative Services
- Identify opportunities for systems integration for improved data quality, reduced data entry, and increased cross-departmental collaboration
- Manage and monitor data entry and export across both systems for all departments of the organization; Create and use appropriate audit reports and data quality tools to ensure the high quality of all essential data
- Monitor both systems for security issues, evaluate and oversee timely updates of the software, manage user access, liaison with staff and vendors on appropriate desktop and mobile tools for accessing the data, and troubleshoot any database issues with the appropriate Help Desk supports
- Develop and maintain queries/exports for organizational needs including appeals, email campaigns, text campaigns, events, trainings, programs, grantmaking, prospecting, and ad hoc projects
- Collaborate with staff to determine information touchpoints and follow through with the generation and maintenance of reports and dashboards for key decision-makers

### ***Cross-Departmental Supports***

- Empower staff to better manage and understand data to support them in their existing projects and programs; create training and provide information as needed to boost staff's ability to work efficiently and independently
- Anticipate new requirements of the database systems in collaboration with the Director of Administrative Services and departmental teams and oversee their implementation, including working with designated outside consulting support
- Work collaboratively with the Advancement team to support the technical and reporting aspects within Raiser's Edge NXT of direct response programs, online giving, direct appeals, funder prospecting and requests, and other activities to achieve established financial goals
- Provide technical support as needed to the Communications team on campaigns, segmentation, and analytics for email, newsletters, and other communication functions, including CRM integration with social media activities
- Oversee data management and workflows for the Liberated Paths and Youth Access to Nature grantmaking programs, including management of grant application data, monitoring of active grants, and related deliverables from grantees



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- Provide support to the Programs teams in the management of client and participant records in Raiser's Edge including overseeing timely updates to constituent status and pulling reports as needed

### **Administration and Operations**

- Support the Operations Associate and Director of Administrative Services in reviewing monthly budget variance reports and accounting information, as needed
- Develop, implement, and maintain a file management system in Google Drive that efficiently shares information across departments
- Advise the Director of Administrative Services on technology strategy, technology implications of Justice Outside's overall organizational objectives, and CRM/Grantmaking system requirements relative to network, web, and other technology areas

This position offers an exciting opportunity for an individual to build out a management system around our data in our two new and exciting systems and collaborate with a team that is hungry for information. We are seeking a passionate and organized individual who loves to think systemically, center usability, and collaborate across teams to advance Justice Outside's dedication to relationship-building, capacity-building, and partnerships through thoughtfully curated data management systems.

### **Qualifications & Requirements**

- 2-4 years of experience managing CRM systems for a nonprofit organization
- Experience with grantmaking, grants management, or grants management modules
- Demonstrated data literacy skills including:
  - Experience as a system administrator
  - Ability to translate data into everyday terms
  - Comfort with the development and sharing of reports in a variety of styles (e.g. dashboards and other data visualizations, tabular reports)
  - Ability to compile and organize findings for a variety of audiences
  - Strong attention to detail
- Ability to manage and work effectively with outside vendors and consultants
- Commitment to racial justice at the intersection of the outdoors and environment
- Comfort working independently and balancing multiple deadlines
- Excellent communication, people, and problem-solving skills
- Proficiency in Microsoft Office and G Suite
- Self-starter and able to work independently

### **Disclaimer**

The above job description is not intended to be an all-inclusive list of duties and responsibilities of the position. The Database Manager may be assigned additional duties in support of technology systems management.



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### **Compensation and Benefits**

Salary: \$62,000 - \$67,000 annually

Benefits include: paid health and dental premiums, an open leave policy, a supportive team culture, and financial support for individual professional development activities. The successful candidate also has the opportunity to join an employer-sponsored retirement plan.

### **Work Location/Environment**

- This is a full-time, Monday through Friday, benefited position based in Justice Outside's Oakland, CA office or remotely from your home office.
- Due to Covid-19 Pandemic, employees are currently working in a hybrid work environment that supports both remote and in-person. When working remotely, employees must maintain phone and internet services to be able to complete work as required.
- Moderate noise associated with an open office work environment.
- Expected 5% to 10% U.S. travel

### **How To Apply**

Please submit a resume and an intentional cover letter that speaks to your database and file management experience and your commitment to racial justice at the intersection of the outdoors and environment to Sarah Allison (she/her), Director of Administrative Services at [sarah@justiceoutside.org](mailto:sarah@justiceoutside.org) with the Subject: Database Manager.

*Justice Outside is an equal opportunity employer. Employment decisions are made without regard to race, color, religion, national or ethnic origin, sex, sexual orientation, gender identity or expression, age, disability, protected veteran status, or other characteristics protected by law.*