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**Database & Office Coordinator**

Location: Nordic Northwest Office, Portland, Oregon

Hours: Full time non-exempt (40 hours/week)

Supervisor: Executive Director

**Nordic Northwest**

Founded in 1986, Nordic Northwest is a non-profit corporation focused on the five Nordic nations of Denmark, Finland, Iceland, Norway and Sweden. The mission of Nordic Northwest is to:

* Highlight, honor, educate, communicate, promote and celebrate Nordic culture and traditions, ancestral, modern and contemporary.
* Provide value and serve members by developing and making available and accessible Nordic cultural and educational programming that is rich, authentic and forward looking.

**General Statement of Position**

* This position is essential role in the daily operations of Nordic Northwest. Nordic Northwest is seeking an energetic, organized and skilled professional with database and office administrative experience is ideal. This position upholds the critical role of improving and maintaining the Constituent Relationship Management and Event/Ticketing software/database, including maintenance, user accounts, global changes, gift and membership entry, reporting queries, and data clean-up. Responsible for the performance, integrity and security of the database. This position leads the planning and development of the database as it grows and evolves in addition to troubleshooting issues on behalf of the users. Provides Help Desk support and resolves technical issues with constituents for purchasing tickets, processing memberships, making donations, connecting to live streaming events and accessing the community calendar.

Ethical Practices and Responsibilities

* Support the mission of Nordic Northwest
* Exemplify the best of Nordic culture and values.
* Abide by state and federal laws.
* Abide by the board’s strategic plan and vision.
* Be honest and respectful to all.

**Primary Responsibilities**

**Database Administration**:

* Acts as the Constituent Relationship Management & Event software administrator for the organization. Maintain the overall database integrity and quality, including routine data improvement, data auditing and practice enforcement.
* Maintains knowledge of new software developments and features.
* Critical team player in ensuring the database support’s Nordic Northwest strategy and operations.
* Coordinates with vendors for software, mail house services, wealth screening, address updates, etc. and reviews and approves vendor invoices.

**Database Input, Operations and Integrity**

* Managing all existing codes and tables; adding new ones as strategies dictate.
* Conducting all global changes and/or imports to maintain data.
* Where possible, building in functionality/establishing security to prevent incorrect data entry.
* Data entry of donations, memberships and event registration and contact information.
* Reconciles deposits with Finance Department at month and year-end
* Create and implement up-to-date Standard Operating Procedures for entry and reporting and ensure entries conform to these procedures.

**Database Outputs**

* Generate donor acknowledgements on a timely basis.
* Imports and exports data from other applications.
* Support production of standard and custom reports – determining with staff which reports are need regularly and setting them up to allow self-service reporting.
* When needed, build custom reports for special projects
* Build and produce queries and exports for complex mailing lists.
* Creates and maintains mail merge acknowledgements for donations and memberships.

**Supporting Users**

Support users, drive adoption and provide direction for ongoing training to ensure staff use the database to its fullest capacity. Task may include:

* Providing ongoing assistance to users – encouraging use of vendor’s technical support, but when questions are dependent on knowledge of the organization’s specific configuration, support may be necessary.
* Ensuring that procedure documentation is current.
* Developing and delivering targeted training to current new users.

**Help Desk**

Provides Help Desk support and resolves technical issues with constituents for purchasing tickets, processing memberships, making donations, connecting to live streaming events and accessing the community calendar.

**Office Coordination**

* Supervise volunteer receptionists and/or provide reception services.
* Order office supplies.
* Provide administrative support to the Executive Director.

**Qualifications and Qualities**

* Post-secondary education
* Minimum of two years of technology and database experience. Understanding of database logic.
* Excellent customer service.
* Good communication skills, interacting with a wide variety of groups; staff, volunteers, guests, donors, clients and vendors.
* The ability to prioritize and perform multiple tasks with minimal supervision.
* Organized and detail oriented and able to keep accurate records and follow-up.
* Proficient in Microsoft Office products.
* Resourceful, dependable and effective problem solver.
* Collaborative and team oriented.
* Supportive of Nordic Northwest’s mission.
* Demonstrate patience, sense of humor and flexibility.