



# ShelterBox USA

## **Senior Database Analyst**

**Job Title:** Senior Database Analyst

**Reports to:** Data and Analytics Senior Manager

**Classification:** Full-time, Salaried, Exempt

**Visa Sponsorship:** No

**Location:** Santa Barbara, CA

**Salary:** \$70 - 90K annually, commensurate with experience

### **About the Company**

ShelterBox is a leading global nonprofit organization whose mission is to deliver humanitarian aid in the form of shelter and lifesaving supplies when natural disasters or political conflicts devastate a region. Our vision is of a world in which all people displaced by disasters and humanitarian crises are rapidly provided with emergency shelter. Our work makes ShelterBox USA a unique, exciting, and meaningful place to work.

We are a fast-paced, high-performance team that is ambitious in our pursuits, passionate about our mission, and creative in our execution. We encourage professional development by exposing team members to all aspects of our organization. We're looking for qualified, innovative professionals who align with our values and are passionate about helping people in need and inspiring others.

### **About the Role**

The Sr. Database Analyst generates reporting and analytics that advance our fundraising efforts. This position is not just about reporting; it's about ensuring the accuracy and integrity of our donor records. You will be responsible for reports, dashboards, and data integrity. This role involves designing, building, and delivering complex, quantitative queries, reports, and lists to facilitate fundraising and donor prospecting. You will also perform the critical role of maintaining the Donor Database and related applications and ensuring the health and safety of donor records.

The Senior Database Analyst will be a collaborative team player, analyzing trends, creating custom reports for our fundraising team, and contributing to SOPs.

### **Duties & Responsibilities:**

#### ***Reporting and Analysis:***

- Design, build, and deliver complex, quantitative queries, reports, exports, and mailing lists to facilitate the work of all teams across the organization and our fundraising efforts. This includes daily imports, reporting metrics, analyzing trends, and custom fundraising reports.
- Create dashboards, queries, and reports that track ongoing targets and results and provide necessary data to support fundraising efforts.
- Support end users by providing detailed data pulls for review, presentation, and/ distribution. This includes email lists, mailing lists, general reporting, portfolio reviews, and data exports.
- Work with end users to create customized reports and dashboards.
- Support planning and decision making by translating data into user-friendly reports and presentations through data visualization tools.



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- Partner with our Marketing and Communications teams to update constituent communication preferences, maintain up-to-date email lists in Online Express or NXT Email Marketing, and generate segmented donor lists for direct mail and email solicitations and communications.
- As directed by the Finance Department, provide reports and documentation to support the organization's annual audit and 990 reporting requirements.
- Work with the Development department to create accurate constituent lists for gift solicitation, stewardship, and recognition.
- Produce weekly, monthly, quarterly, and annual reports to track fundraising activity.
- Create and maintain reports for internal teams and the Board of Directors for prospect identification, mailing lists, giving status reports, etc.
- Regularly identify and research potential donors and funding sources.

## ***Database Maintenance & Optimization:***

- Serve as an expert in relevant business content areas and data sources, including but not limited to our Blackbaud Raiser's Edge/NXT CRM, in support of our fundraising and constituent engagement efforts.
- Maintain the accuracy and integrity of our database and ensure appropriate record-keeping of all donor and gift records.
- Ensure data quality assurance by participating in data validation, diagnostics, cleansing exercises, and audits to verify data accuracy.
- Participate in database hygiene and maintenance efforts to improve the accuracy and efficiency of our database, including duplicate management, data imports, global changes, research, updates of specific datasets, and financial audits.
- Collaborate with internal business partners to support accurate data flow into our CRM and provide necessary data to all colleagues via exports, reports, dashboards, queries, mail lists, email lists, etc.
- Create and offer training for new RE users as needed and when software updates occur.
- Troubleshoot end-user data issues and systems outages.
- Assist the Senior Database and Analytics Manager with creating and implementing a data request ticketing system.
- In conjunction with the Senior Database and Analytics Manager, review, organize, and clean table configurations in the database to support segmentation and reduce existing data clutter.

## ***Gift Processing and Donor Relations:***

- Manage donor records and reporting in Blackbaud Raiser's Edge/NXT.
- Assist with Gift Processing as needed.
- Track outstanding pledges.
- Coordinate with the Finance Department to ensure that gift entries are properly coded, consistent with GAAP and NFP accounting guidance, and reconciled with the Finance Department systems.

## ***Additional Areas of Support:***

- Participate in software integration for accurate data entry and reporting.
- Spearhead or participate in process improvement projects when necessary.
- Assist with fundraising event planning and execution, including organizing mailings and donor information intake.
- Stay up to date on new tools and technologies.
- Other duties as assigned.

## **Education and Experience:**



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- 5+ years of experience in data analysis, database administration, financial analysis, or other related data analytic roles, preferably in a non-profit environment, with a proven track record in data maintenance, reporting, and creating data-driven recommendations to drive business performance.
- Knowledge of Blackbaud products, especially Raiser's Edge and other CRM tools.
- Blackbaud Professional Certification is preferred.
- 5+ years of expert-level Excel experience.

## Qualifications

- Highly analytical and quantitative-minded.
- Advanced MS Excel abilities.
- Experience with Python and SQL (or the ability to learn) and an understanding of relational database management are preferred.
- Experience with Data Visualization tools such as Power BI or Tableau and dashboard design.
- Very detail-oriented, with strong organizational skills and the ability to maintain and keep track of multiple information sources.
- A self-starter with the ability to manage projects independently and a proven ability to meet deadlines.
- Excellent verbal and written communication, organizational skills, and presentation skills with the ability to translate complex data into clear insights.
- Highly adaptable, a continuous learner, and able to stay resilient in a fast-paced environment.
- Strong problem-solving skills, a solid ability to take initiative and be proactive, and a strong sense of urgency and accountability.
- Ability to form solid relationships cross-functionally.
- Open-minded, collaborative, and team-oriented attitude.
- Flexibility to travel up to 10%.
- Authorization to work in the US without sponsorship.

## Work Environment

This job operates primarily remotely 2 days a week and in an office environment 3 days a week, located at 101 Innovation Pl Santa Barbara, CA 93108. The role routinely uses standard office equipment such as computers, phones, and copiers.

## Physical Working Environment and Conditions

- Office environment with standard work equipment.
- Ability to lift/move up to 30 pounds occasionally.
- Reasonable accommodations for individuals with disabilities.

## Physical Requirements:

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Employee must be able to work hours that exceed 8 hours per day and/or 40 hours per week including nights and weekends, especially during peak activity periods as approved by the manager.
- While performing the duties of this job, the employee is regularly required to sit or stand for up to 4 hours at a time; use hands to finger, handle, reach or feel and talk or hear. The employee is sometimes required to bend, lift and occasionally carry items up to 20 pounds. This job often requires climbing staircases as elevators are not present at all locations.
- Specific vision abilities required by this job include Close vision, Distance vision, Peripheral vision, Depth perception and ability to adjust and focus.



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- Must be able to hear and speak effectively in English.

ShelterBox USA provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, or genetics. In addition to federal law requirements, ShelterBox USA complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has remote employees. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

Note: Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job as they may change at any time with or without notice.