



United Way of San Antonio  
and Bexar County

<b>TITLE:</b>	Database and Online Applications Analyst		
<b>DEPARTMENT:</b>	Resource Development	<b>GRADE:</b>	
<b>IMMEDIATE SUPERVISOR:</b>	Chief Development Officer	<b>EXEMPTION STATUS:</b>	Exempt
<b>DATE POSTED:</b>		<b>EXPIRES:</b>	
<b>JOB LOCATION:</b>	San Antonio, Texas	<b>STARTING SALARY RANGE:</b>	\$50,000 - \$60,000

**ABOUT US**

United Way of San Antonio and Bexar County is dedicated to improving people’s lives by helping individuals and creating community-level change. Our work includes leading cross-sector collaborations, advocating for public policy changes, and investing in programs and initiatives that help those in need and prevent problems from happening in the first place. Improving quality of life and advancing the greater good involves focusing in four Impact areas: 1) preparing children for kindergarten 2) encouraging students to graduate and reach their full potential 3) helping individuals and families become self-sufficient, and 4) providing a safety net of services for those in crisis.

**JOB SUMMARY**

The primary responsibility of this position is to implement and manage an all-in-one online giving platform and assist CRM management as it relates to the organization’s fundraising efforts. The platform allows donors to give, volunteer, and engage with United Way of San Antonio and Bexar County. The individual will lead the implementation, execution, and ongoing management of the platform.

The Analyst will work with the Resource Development Relationship Managers to support the organization in achieving annual fundraising goals around donor acquisition, donor retention, donor growth, as well as engagement of donors and coordinators within corporate campaigns. Work closely with the Marketing team to align the brand with the pledging system. Work closely with the Information Services team to ensure seamless data integration into the CRM database.

**DUTIES AND RESPONSIBILITIES**

- Works with Resource Development and Marketing teams to gather specifications for the new platform. Works with platform vendor team to build the system based on UWSA specifications. Ensures ongoing enhancements and updates are made to the system.
- Documenting business practices, procedures, and processes for implementing new platform features to support organizational goals. Monitor efficiency and effective coordination of such. Monitor adherence to established data governance, privacy policies, and procedures.
- Develop a process to gather requirements for donor sites aligned with current UWSA procedures and policies. In partnership with Relationship Managers, serves as the point of contact to create corporate donor online giving sites ensuring timely feedback to donors and internal partners. Serves as the point of contact for technical problems or donations questions on the platform.
- Serve as a partner with the Resource Development team to provide product demonstrations for corporate partners.

- Manage the maintenance of donor records and online giving profiles:
  - Merging existing and creating new records
  - Personalizing information
  - Cleansing data – eliminating duplication, entering missing data
  - Document issues and solutions
  - Follow up with clients as appropriate
- Working with the Information Services team, participating in, providing recommendations, and assisting with new enhancements/developments of the online giving platform.
- Maintain a strong knowledge and understanding of the functionalities of the platform to ensure it meets expectations in terms of user requirements and accessibility.
- Assist the ResourceDevelopment team with data visualization and reporting efforts across all databases. (Primarily CRM)
- Assist the Resource Development team in creating and improving key business processes in managing the campaign/donor database while ensuring integrity in campaign data collection, accountability, and performance.
- Will also be trained on current CRM Database Management. Responsibilities include but are not limited to updating and adding donor and business data and accounts into the database, producing reports as requested by Resource Development, maintaining data hygiene of the database, and assisting with the existing online giving platform.
- Performs special assignments and other work, on an as-needed basis. A willingness to take on additional duties to ensure the success of the team is essential. Occasional evening and weekend work might be required.

## EDUCATION AND EXPERIENCE

### Education

- Bachelor's degree required. Focus in technology, finance, computer management, business, marketing, or other related fields. Work experience may substitute for education requirements on a case-by-case basis.

### Experience

- A minimum of three to five years of professional work experience desired, with two or more years of previous experience in relational database management.
- 2 years' experience in project or process management, quality assurance desired.
- Advanced computer skills, including experience with Microsoft office products (specifically Excel, Outlook, Word, PowerPoint), required.
- Excellent negotiation, analytical, organizational, time management, and interpersonal skills.
- Familiarity with Customer Relationship Management (CRM) platforms or other databases.
- Excellent written and verbal communication skills required.
- Demonstrated ability to listen effectively and solicit information from others.
- Demonstrated project management skills, including the ability to balance multiple projects in varying degrees of implementation.
- Demonstrated ability to think strategically.
- Experience in donor management preferred.
- Experience working with complex datasets and database structures.
- Demonstrated ability to work cooperatively and flexibly as part of a team.
- Demonstrated ability to work with minimal supervision.
- Demonstrated ability to adapt quickly and learn how to apply new methods and tools.

- 
- Demonstrated ability to manipulate datasets to identify and analyze trends and complex relationships.

### Special Skills

Dynamic leadership, exceptional relationship building, business development, strong written and verbal communication skills, strategic relationship management, entrepreneurship, and innovation.

### BENEFITS

- Employer-subsidized healthcare plan with employer-funded HRA offered
- Group dental, vision, life insurance and other insurance products available
- Paid holidays, volunteer, days, personal days and sick leave time
- 403(b) retirement plan with employer matching available

### WORK ENVIRONMENT

- Normal office environment with little exposure to dust, noise and extreme temperatures.
- Reliable personal transportation required.
- Exposure to glare from a computer.
- Weekend and evening hours required
- Work remotely as indicated by environmental factors, such as COVID-19
- Lift or move up to 20 lbs.
- Stoop, kneel, crouch or crawl

### APPLY

To submit your application visit <http://bit.ly/uwsajobs>.

- Applications WILL NOT be accepted via email.
- Contact [uwjobs@unitedwaysatx.org](mailto:uwjobs@unitedwaysatx.org) should you experience problems submitting your application.

*United Way of San Antonio and Bexar County is an Equal Opportunity/Affirmative Action Employer. As an Equal Opportunity Employer, we do not discriminate on the basis of age, race, sex, sexual orientation, gender identity, gender expression, color, religion, national origin, disability, genetic information or any other status protected by federal, state or local law.*

---

United Way of San Antonio and Bexar County | 700 South Alamo St., San Antonio TX, 78205 | [www.uwsatx.org](http://www.uwsatx.org)