



JOB ANNOUNCEMENT FOR DATABASE ADMINISTRATOR AT THE PORTLAND ART MUSEUM AND NORTHWEST FILM CENTER, PORTLAND, OREGON

Overview

The Database Administrator is responsible for oversight of Constituent Relationship Management (CRM) and related systems of the Portland Art Museum and Northwest Film Center (“the Museum”). The Database Administrator is the principal authority on all database-related activities and will develop, recommend, and implement process improvements and work with all Museum departments to maintain best practices and consistency. Reporting to the Director of Development, the Database Administrator serves as a key institutional resource for the Development, Marketing, Membership and Visitors Services, and Finance Teams.

COVID-19 Information

The current COVID-19 crisis has resulted in severe and unprecedented disruptions to revenue generation at the Museum. Currently, the Museum has reopened to visitors and the Institution is running on reduced staffing levels. The task ahead is not easy, but a challenge our staff are taking on with a deep commitment to the mission. The successful incumbent in this role will be willing to enter the situation with energy, flexibility, and a vision to overcome obstacles. This position requires a desire for understanding and adhering to COVID-19 safety protocols set forth by the Museum at all times. The Museum follows guidelines from OHA, OR-OSHA and the CDC.

Equity, Inclusion and Accommodation

The Museum and Film Center strives to be an inclusive institution that facilitates respectful dialogue, debate, and the free exchange of ideas. With a deep commitment to artists - past and present - and freedom of expression, the Museum and Film Center’s collections, programs and staff aspire to reveal the beauty and complexities of the world, and create a deeper understanding of our shared humanity. We are a Museum for all, inviting everyone to connect with art through their own experiences, voices, and personal journeys. We are committed to advancing equity and inclusion by creating a diverse and inclusive workplace. We will continue learning as we work to evolve as an Institution, recognizing that this journey has no end and our commitment must remain. We have an active equity team currently engaged in a journey to examine

our internal culture and the work we do through an equity lens. We look forward to having all colleagues join and contribute to this important work. Learn more at <https://portlandartmuseum.org/portland-art-museum-announces-equity-statement/>.

The Museum and Film Center are equal opportunity employers, committed to a policy of non-discrimination in employment on any basis including age, sex, color, race, creed, national origin, religion, marital status, sexual orientation, gender identity, political belief, disability or any other legally protected status. We are committed to the full inclusion of all qualified individuals. As part of this commitment, will ensure that persons with disabilities are provided reasonable accommodations to participate in the application, interview, and hiring process. Alternative formats of this application are available upon request. If reasonable accommodation or an alternative form of this application are needed to participate in the job application or interview process, to perform essential job functions, and/or to receive other benefits and privileges of employment, please contact Human Resources at hr@pam.org or 503.276.4358.

The Portland Art Museum is an Equal Opportunity Employer. Black, Indigenous, and People of Color (BIPOC), immigrants, women, LGBTQ+, and individuals with disabilities, please apply!

Essential Duties & Responsibilities

Database Administration

- Manage the Blackbaud Altru system on behalf of all Museum departments, including database management, reporting and analytics, troubleshooting, user communication, data integrity, data security, and liaising with Blackbaud.
- Work with senior leadership to conduct a database audit upon hire to establish a streamlined database architecture and outline a clean-up plan that will establish data integrity with a 360-view of Museum constituents (first 90 days).
- Create and manage the institution's data request queue to prioritize tasks and ensure timely completion. Includes determining appropriate set-up of appeals, managing online web forms, establishing target constituencies, generating timely progress reports, and reconciling transactions to ensure the flow of accurate and comprehensive data.
- Manage all aspects of the data entry interface, including the methods of gift entry, import processes, and reporting for Development, Membership, and Finance staff.
- Establish and maintain code tables and a manageable hierarchy of designations to be used when recording gifts, ensuring alignment with the annual Museum budget.
- Work closely with the ticketing system administrator on any system changes that may impact onsite operations and admissions.

- Oversee workflows that connect the Altru database with other software systems and manage vendor relationships, including Blackbaud, Social Good, and other integration vendors (i.e. payment processing, ticketing, events, etc.).
- Works closely with Finance and IT teams on Altru integration with Financial Edge and mobile payment systems, credit card readers and other related tools.
- Maintain a custom, user-friendly CRM procedure manual that serves the needs of all departments and consistently review all data processes to ensure the most effective and efficient procedures are in place.
- Manage user system role configuration and all setup functions; develop and deliver customized training to current and new Museum users to ensure accurate data entry and management across departments.
- Plans for and implements upgrades and new technology integrations.
- Leads cyclical database clean up and provides timely CRM system and software updates, including monitoring service level agreements with all teams, vendor performance, data sanitization, and service maintenance.
- Take action to ensure the security of all biographical information and transaction records in the Blackbaud system.

Data Analytics & Strategy

- Communicate a data strategy to contextualize and implement tactical shifts and process changes, enforce data entry policy and procedures, and maintain data integrity of the database.
- Works with various departments to identify data needs and metrics; responsible for creating systems for gathering constituent data and providing information for grant proposals, research, and evaluation activities using an equity lens.
- Develop a series of fundamental reports that meet the needs of all Museum teams and establish an ideal cadence of distribution to build transparency and support effective fiscal administration and cross-team communication.
- Through continuous feedback from Museum senior leadership, provide insights to business questions through reporting, dashboards, and similar tools.
- Analyze constituent data through the use of queries, data visualization, segmentation, and extraction tools, providing useful dashboards and insights for team members.
- Long-range opportunity to grow gift and data processing capacity for the institution, centralizing responsibilities currently owned across membership, development, volunteer and visitor services.
- Contributes to a culture of inclusive donor stewardship, practices empathy and shows respect for donors at all levels, and actively works toward achieving long-term equity goals within the Development department.
- Upholds confidentiality and protects donor privacy by exercising discretion and adhering to all standards, equity practices, ethics, and privacy rights.

Secondary or Additional Responsibilities

- Provide support to Head of Operations & Donor Engagement in Development, the Head of Membership Operations, Accounting, and other frontline fundraisers to meet information needs.
- Assists with oversight of reconciliation of data, ensures accuracy of financial reports and proper donor recognition in all external reports, and adherence to all IRS and FASB regulations.
- Supports Development Associate in annual audit, monitoring for flaws and opportunities for improvement of all gift systems and back-end workflows.
- Supplies teams with donor lists, queries, as well as targeted mailing lists for communications, publications, recognition, invitations, and events as requested.
- Performs other related duties as assigned.

Supervisory Responsibilities

- No supervisory duties.

Institutional Responsibilities

- Support the Museum's mission, vision and core values of creativity, connection, equity, learning, accessibility and accountability.
- Contribute to and support the PAM strategic plan, annual priorities, and institutional initiatives such as diversity, equity, inclusion and access.
- Contribute to a positive organizational culture based on mutual respect, a spirit of collegiality, cooperation, and openness to many perspectives.
- Participate in a culture of ongoing learning, collaboration, innovation, creativity, and community engagement.
- Use the equity lens in decision making. Promote equity and inclusion goals and have a "people first" mindset.

Required Knowledge & Skills

- Experience with managing CRM and database systems preferred; familiarity with Blackbaud Altru or Raiser's Edge software a plus; and comfortable interfacing across the institution to lead the effort to improve data management, reporting, and maintenance.
- Demonstrated knowledge of the principles and practices of nonprofit fundraising operations, gift entry and administration, donor stewardship, database administration, records management, and IRS regulations regarding charitable giving.
- Experience analyzing and reviewing systems while maintaining objectivity and avoiding bias with quantitative and qualitative data collection and analysis.
- Experience managing multiple complex tasks and/or projects simultaneously with superior attention to detail and deadlines.

- Excellent organizational skills, including prioritizing and managing multiple tasks with minimal supervision, meeting deadlines, problem solving, and using logic and analysis to troubleshoot software problems.
- Interact in a welcoming manner, provide excellent customer service to all Museum constituents.
- Excellent verbal and written communication skills; prepare and deliver concise, understandable, and effective reports, presentations and articles to a wide audience.
- Expected to work independently, proactively, and as a collaborative member of the Development team, and will need to be flexible to the growing needs of the Museum.
- Successfully adapt to and embrace new technologies; Microsoft Office Suite (Word, Excel, PowerPoint) experience required; knowledge of Google Suite, Customer Relationship Management software (Altru, Raiser's Edge, Salesforce) preferred.

Education, Formal & Informal Experience, Training Required, Certifications, Etc.

- Bachelor's degree preferred, or equivalent combination of education and experience.
- A minimum of 5 years of related experience in information technology, database administration, evaluation and research, or other relevant experience.
- Advanced computer skills including strong skills in Excel.

Job Conditions

- Occasional evening and weekend hours at special events.
- Extensive computer work and use of Google platform, Microsoft Office, and Blackbaud Altru Database.
- The Development Office is temporarily working remotely due to COVID-19, but will begin meeting with donors and community leaders in person when it is safe to do so.

Physical Activities

- Standing
- Walking
- Use of Fingers
- Talking
- Sitting
- Hearing
- Push/pull/lift/carry up to 10 lbs.

Compensation, Benefits & Perks

- This role is exempt, full-time, based on 40 hours per week
- Budgeted compensation range is \$68,473 - \$82,160, depending on experience. The role is in pay grade K (Min \$32.92, Mid \$39.50, Max \$46.09)
- Health Care (medical, dental, vision, pharmacy)
- Life Insurance (employer-paid life, AD&D, and long-term disability insurance & employee paid voluntary life and short-term disability)
- Retirement (401k plan, please note no employer match currently)
- Paid Time Off (6 paid holidays, 2 floating holidays to allow employees to meet their own religious observances and uphold value of equity and inclusion, vacation time, sick time, jury duty, and bereavement leave)
- Flexible spending accounts
- Employee assistance program: free, confidential counseling for employees and family
- Discounted TriMet or C-Tran passes
- Bike to work benefit
- Complimentary admission to the Museum for employee and guest(s) accompanied by you
- Access to Museum lectures and programs
- Discounts at Museum Shop
- R.E.A.P (Reciprocal Employee Attraction Pass) card for full and part-time employees, providing free general admission to local destinations
- Affinity groups -- BIPOC & White Learning Space
 - Buddy system for BIPOC new hires
 - Annual BIPOC TLC retreat

Application Process

To apply online visit: www.portlandartmuseum.org/careers follow the link to create a profile. All interested applicants must apply through the above careers link. Resumes received without completed employment application will not be considered. For questions or accommodation please contact hr@pam.org.

Please attach a cover letter and in addition, we ask that applicants answer the questions within the application. The Museum engages an equity hiring committee to review applications.

Please do not delay in applying. **Closing date is Friday, August 13, 2021.**

About the Portland Art Museum

Founded in 1892, the Portland Art Museum is one of the oldest art museums in the United States and the oldest in the Pacific Northwest. The Museum's collection of 42,000 objects reflects the history of art from ancient times to today. The collection is distinguished for its holdings of arts of the native peoples of North America; modern and

contemporary art; Asian and American art; photographs, prints, and drawings; and English silver.

With more than 112,000 square feet of gallery space, the Museum ranks in the top 25 museums in the country with the most gallery and exhibition space. An active collecting institution, the Museum dedicates 90 percent of its gallery space to its [permanent collection](#). In addition to its permanent collection, the Museum is recognized for its [special exhibitions](#) and intimate exhibition series, including the APEX program, a contemporary art series, and presentations in the Gilkey Center galleries.

Annual [membership](#) consists of 16,000 member households, representing more than 92,000 individuals. More than 350,000 visitors are welcomed annually, including more than 50,000 schoolchildren.

The Museum's annual operating budget is approximately \$13.5 million. The galleries hours have been modified due to COVID-19 and typically open four days a week (Thursday through Sunday).

About the Northwest Film Center

The Museum's sister organization, established in 1971, the Northwest Film Center is a Portland, Oregon-based year-round organization and space where artists and audiences explore our region and the world through cinema and cinematic storytelling in all its forms.

Our mission is to expand the reach of cinema as an art form and challenge for whom, by whom, and how stories can be told. Through our screenings, events, guest speaker programs, classes, and workshops, audiences and artists form vital connections that bind our community and encourage a more vibrant, accessible, and diverse media-arts ecosystem.

The Northwest Film Center acts as an advocate for pioneering filmmakers and artists, giving a platform to voices that might not otherwise be heard and serves as a catalyst for cultural appreciation, conversation, collaboration, and community-building around new ways of seeing locally and globally. For more information, visit www.nwfilm.org.