

## **Manager of Data Systems Camp Quality USA**



**Reports To:** Executive Officer of Development

**FLSA Status:** Exempt

**Position Type:** Full-Time

**Expected Hours of Work:** 40 hrs/wk must be available Monday- Friday standard business hours

### **ORGANIZATION OVERVIEW**

Camp Quality USA is a nonprofit organization dedicated to bringing positivity, fun, and laughter to children facing cancer and their families. Through residential camps, year-round programs, and community events, we create supportive environments where children can experience the joy of childhood while building resilience and lasting friendships. Our data management needs are complex and sensitive, requiring secure handling of medical information, donor data, volunteer records, and program outcomes to ensure effective service delivery and organizational growth.

### **SUMMARY**

Manage and optimize Camp Quality USA's database systems supporting development and fundraising functions. Ensure accurate, secure, and accessible data across all departments.

### **KEY RESPONSIBILITIES**

#### **Database Administration & Management**

- Maintain and optimize multiple database systems including donor management, grant tracking, and donation records
- Create and manage all online campaigns, pages, events, and links
- Ensure database integrity, security, and performance optimization
- Perform regular data backups, system updates, and security patches
- Monitor database performance and implement improvements to enhance efficiency
- Manage user access permissions and maintain audit trails for compliance
- Coordinate database migrations and system upgrades as needed

#### **Data Integration & System Coordination**

- Integrate data across multiple platforms (CRM, financial systems, program management tools)
- Develop and maintain automated data synchronization processes
- Create data workflows that support cross-departmental collaboration
- Ensure seamless data flow between development, programs, volunteer management, and communications systems
- Troubleshoot integration issues and implement solutions promptly
- Maintain system documentation and standard operating procedures

#### **Reporting & Analytics**

- Design and generate comprehensive reports for leadership, board members, and external stakeholders
- Create dashboards and visualization tools for real-time data monitoring
- Develop key performance indicators (KPIs) and metrics tracking systems
- Conduct data analysis to identify trends, opportunities, and areas for improvement
- Prepare grant reports and compliance documentation requiring specific data sets
- Support decision-making with accurate, timely data insights

## **Data Quality & Compliance**

- Implement and maintain data quality standards and validation processes
- Ensure HIPAA compliance for all health-related information
- Maintain donor privacy standards and PCI compliance for financial data
- Conduct regular data audits and cleanup processes
- Develop and enforce data governance policies and procedures
- Train staff on proper data entry, security protocols, and privacy requirements

## **Technical Support & Training**

- Provide technical support to staff for database-related issues
- Conduct training sessions on database systems and best practices
- Create user guides and documentation for various database functions
- Troubleshoot user access issues and provide timely resolution
- Collaborate with IT vendors and consultants on system improvements
- Stay current with database technology trends and recommend upgrades

## **Specialized Nonprofit Functions**

- Manage donor segmentation and prospect research data
- Support fundraising events and campaigns
- Generate financial reports for development and accounting departments
- Fosters an inclusive and respectful environment where all team members feel valued, heard, and have the opportunity to contribute their best work.
- Track and prepare donor acknowledgements

## **PERFORMANCE METRICS**

- Data Accuracy Rate: Maintain 98% data accuracy across all databases
- Duplicate Record Rate: Keep duplicate entries below 2% of total records
- System Integration Uptime: 99% successful data synchronization between platforms
- Training Completion: 100% of relevant staff trained on new integrations within 30 days
- Report Accuracy: 99% accuracy in all financial and donor reports
- Delivery Timeline: 100% of regular reports delivered on or before deadline
- Dashboard Utilization: 80% of leadership team actively using created dashboards
- Custom Report Turnaround: Complete ad-hoc report requests within 48 hours
- KPI Tracking: Monitor and report on 15+ key organizational metrics monthly
- Trend Analysis: Identify and report 3+ actionable insights quarterly
- Grant Reporting: 100% compliance with grant reporting requirements and deadlines
- Decision Support: Document 5+ data-driven decisions enabled per quarter
- HIPAA Compliance: Zero HIPAA violations or incidents
- PCI Compliance: Maintain 100% PCI DSS compliance for payment data
- Privacy Standards: Zero donor privacy violations or complaints
- Staff Training: 100% of staff complete annual data security training
- Data Cleanup: Complete quarterly data cleanup reducing errors by 25%
- Access Management: Review and update user permissions monthly with 100% accuracy
- Donor Segmentation Accuracy: Maintain 95% accuracy in donor categorization
- Campaign Support: Successfully support 100% of fundraising campaigns with zero data errors
- Prospect Research: Deliver prospect research reports within 72 hours of request
- Donor Acknowledgement: processed within 48 hrs of donation receipt



- Event Support: Provide support for 100% of fundraising events
- Financial Report Accuracy: 100% accuracy in all financial data reports
- Reconciliation Success: Complete monthly reconciliations with zero discrepancies
- Audit Support: Provide 100% of requested data for annual audits within 24 hours

### **Review Schedule**

- Weekly: One-on-one with Executive Officer of Development
- Monthly: Financial and program metrics review
- Quarterly: Comprehensive performance assessment
- Annual: Full evaluation with goal setting

## **SUPERVISORY RESPONSIBILITY**

This position has no supervisory responsibility.

## **WORK ENVIRONMENT**

Hybrid work environment, encompassing both home office/remote setting and outdoor conditions, involving exposure to varying temperatures such as heat, cold, wet/humid and dry/arid conditions. The employee must be adaptable to, environmental allergens, including but not limited to dust, mold, and pollen. The typical noise level in the work environment is moderate.

### **Physical Demands**

While executing job responsibilities, the employee will frequently engage in verbal communication and auditory tasks. The role demands specific visual capabilities, encompassing close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. Additionally, the employee will routinely handle items, involving lifting and/or moving objects weighing up to 50 pounds. This dynamic role involves regular physical activity, including reaching, standing, walking, bending, kneeling, stooping, crouching, crawling, and climbing stairs. The employee will frequently navigate outdoor environments on uneven ground. Additionally, the position necessitates extended periods of desk sitting, coupled with significant computer use.

### **Travel**

Limited travel is required to attend events, and meetings, or visit other departments. Travel requirement is 15%.

## **REQUIRED QUALIFICATIONS**

### **Education & Experience**

- Bachelor's degree in a related field or comparable working experience
- Minimum 3-5 years of relevant experience
- Nonprofit sector experience preferred, particularly in healthcare or children's services
- Experience with HIPAA compliance and sensitive data management
- Proven track record with CRM systems and donor management platforms

### **Technical Skills**

- Database Platforms: Proficiency with SQL Server, MySQL, PostgreSQL, or Oracle
- CRM Systems: Experience with Every Action, One Cause, or similar nonprofit CRM platforms
- Programming Languages: SQL (advanced), Python, R, or similar data manipulation languages
- Reporting Tools: Crystal Reports, Power BI, Tableau, or similar business intelligence platforms



- Integration Tools: Experience with APIs, ETL processes, and data migration tools
- Security Protocols: Understanding of data encryption, access controls, and compliance frameworks

### **Core Competencies**

- Analytical Thinking: Strong problem-solving skills and attention to detail
- Project Management: Ability to manage multiple database projects simultaneously
- Communication: Excellent interpersonal and communication skills, with the ability to interact effectively with individuals from diverse backgrounds.
- Privacy Awareness: Deep understanding of data privacy laws and ethical handling of sensitive information
- Quality Assurance: Meticulous approach to data accuracy and system reliability
- Continuous Learning: Commitment to staying current with database technologies and best practices

### **Personal Attributes**

- Passionate commitment to Camp Quality USA's mission
- High emotional intelligence and interpersonal skills
- Flexibility and adaptability in fast-paced camp environments
- Professional demeanor with ability to maintain confidentiality
- Positive, enthusiastic attitude that inspires others
- Is open to learning about and respecting different cultures, experiences, and viewpoints
- Participates in and supports company-wide DEI initiatives

### **PREFERRED QUALIFICATIONS**

- Master's degree in relevant field
- Professional certifications (Microsoft Certified Database Associate, Oracle Database Administrator, etc.)
- Experience in pediatric healthcare or medical nonprofit environments
- Knowledge of federal & state compliance for solicitation
- Knowledge of grant reporting requirements and compliance standards
- Fundraising database experience with major gift tracking
- Experience with cloud-based database solutions and virtual workplace

### **COMPLIANCE & SECURITY REQUIREMENTS**

This role handles extremely sensitive information requiring:

- HIPAA Compliance: Understanding of healthcare privacy laws and implementation
- Background Check: Comprehensive background screening due to access to sensitive child, family, volunteer, and donor information
- Confidentiality Agreement: Strict adherence to organizational confidentiality policies

### **EQUAL OPPORTUNITY STATEMENT**

Camp Quality USA is an equal opportunity employer committed to diversity and inclusion. We welcome applications from all qualified candidates regardless of race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, or veteran status.