

POSITION DESCRIPTION

DATABASE CO-ORDINATOR

BILLY GRAHAM EVANGELISTIC ASSOCIATION (BGEA) AUSTRALIA

Position Title:	Database Co-ordinator
Department:	Billy Graham Evangelistic Association (BGEA) – Crusade Ministries
Contract Period:	Temporary 10 month contract; Full time – working 5 days per week
Location:	Kings Park Office NSW
Reporting To:	SP/BGEA Donor Support Manager
Authorised By:	Executive Festival Director – Crusade Ministries
Effective Date:	April 2018

MISSION STATEMENT (Organisation Overview)

The Billy Graham Evangelistic Association exists to support and extend the evangelistic calling and ministries of Billy Graham and Franklin Graham by proclaiming the Gospel of the Lord Jesus Christ to all we can by every effective means available to us and by equipping the church and others to do the same.

Position Summary:

The Database Co-ordinator reports to the Donor Support Manager and also works directly with BGEA IHQ in support of the Graham Tour. This position serves to process and enter information into the organisation's database system whilst providing efficient and accurate data processing functions in various areas including: manually sorting information, supervising a data entry process, collecting data from field operations and web forms, preparing contact data for project communications, assist in the analysis of project development through tracking milestones, , , and preparing various reports as needed while ensuring accuracy is maintained throughout the process. This position may also be required to assist with additional ad-hoc duties which include, but are not limited to, responding to both internal and external telephone/email enquiries and other administrative duties.

Accountabilities:

- Demonstrates Christian values and behaviour that is reflective of the standards, policies and the Statement of Faith established for an employee of BGEA.
- Demonstrates a commitment to the values, vision and mission of the organisation.
- Communicates effectively with team members and when dealing with people externally.
- Maintains accuracy and follows procedures when performing functions.
- Maintains the protection and confidentiality of records and database information in line with current data and privacy laws.
- Processes information and/or data entry functions based on requirements needed and as assigned by the Department Manager in ONE OR MORE of the following areas:
 - Accurately process and enter data into the database.
 - Check databases for data quality and integrity.
 - Address database related queries from staff and field team.
 - Understand the importance of good data and conduct regular data auditing to maintain integrity of the database.
 - Maintain and adhere to user access and permission levels for database segments.
 - Perform administrative duties such as preparing reports for various Tour needs.
 - Assist with training new staff on the usage of database when needed.

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- Contribute feedback, evaluate database and make recommendation for improvements to be considered for future data processing, setup and/or changes required to the procedures.

Competencies required:

- **Servant Leader:** Upholds Christian values with the ability to lead by example and have a heart for service.
- **Communication:** Strong communications skills; ability to express oneself professionally, both written and verbally when interacting with people internally and externally.
- **Teamwork:** Ability to work well within a team and individually.
- **Analytical:** Skilled in using analysis, researching and have critical thinking when looking at data and be good with numbers.
- **Problem Solving:** Ability to assess problems and seek to implement solutions.
- **Flexibility:** Ability to adapt quickly to fit with changing conditions, tasks, responsibilities, or people.
- **Thorough:** Have good attention to detail, with emphasis on data entry, time management and accurate data management.
- **Multi-task:** Able to multi-task, be well-organized and work well under pressure.

Education and Experience:

- Diploma in related discipline or equivalent work experience.
- Experience in working with databases such as Raiser's Edge or Microsoft Dynamics CRM..
- Proficient in MS Office Suite.
- Strong data entry skills.

Important Note - *This position description is a summary of the responsibilities and accountabilities required for this role. It is important to note that the incumbent in this role may be required to perform other position related functions as requested by the attending Supervisor or Manager.*