

JOB DESCRIPTION | DATABASE OPERATIONS SPECIALIST

DEPARTMENT: CRM Data Operations
REPORTS TO: Director - CRM Strategy/Data Operations
FLSA STATUS: Non-Exempt, Full Time (Hourly)
LOCATION: Palm Desert, CA (On-site)
PAY RANGE: \$32 - \$34 per hour

JOB SUMMARY

The Database Operations Specialist ensures the highest standards of data integrity by maintaining, organizing, and verifying the accuracy of all donor and constituent information within the database. This role requires expertise in data entry, gift processing, donor acknowledgment, and record management. The Database Operations Specialist is also responsible for linking membership and event information, conducting constituent research, and ensuring proper coding of all records to support the organization's goals and operations.

ESSENTIAL RESPONSIBILITIES

Data Maintenance and Accuracy

- Conduct routine audits and verification to ensure the accuracy and integrity of all database records.
- Ensure all records are properly updated and maintained in accordance with current data standards and protocols.

Gift Processing and Donor Acknowledgment

- Process donations, ensuring the timely and accurate recording of donor information and transactions.
- Ensure accurate donor acknowledgment letters and receipts are generated and sent in a timely manner.

Constituent Record Management

- Create, update, and maintain constituent records, ensuring data is current and complete.
- Research and verify constituent details, including contact information, giving history, and engagement records.
- Monitor and maintain proper coding of constituent records to facilitate accurate reporting and segmentation.

Membership and Event Linking

- Ensure accurate linking of membership and event information to constituent records.
- Ensure all event and membership data is properly reflected and updated in the database, maintaining accurate engagement history.

Research and Data Enrichment decision-making, and strategic planning

- Conduct research to enhance constituent profiles, gathering relevant details on donors and potential prospects.
- Collaborate with fundraising and membership teams to ensure accurate and current information for solicitation and engagement strategies.

System and Process Improvement

- Review and refine data entry processes to improve efficiency and accuracy.
- Collaborate with cross-functional teams to ensure smooth integration of various systems and tools used for database management.

Reporting and Data Support

- Assist with generating reports related to donor activities, memberships, events, and other datapoints as required by management and leadership.
- Ensure data is properly categorized and accessible to support reporting, decision-making and strategic planning.
- Perform other duties as assigned to support theatre operations.

MINIMUM REQUIREMENTS

- Proven experience in database operations, data entry, or a related role, preferably within a nonprofit or fundraising environment.
- Strong attention to detail and commitment to data accuracy and integrity.
- Proficiency with database platforms such as Salesforce, Tessitura, Raiser's Edge, or similar systems.
- Strong organizational skills and the ability to manage multiple priorities and deadlines.
- Knowledge of gift processing, donor acknowledgment processes, and membership or event management systems.
- Strong research and analytical skills to validate and enhance constituent data.
- Excellent written and verbal communication skills, and the ability to collaborate across departments.

PREFERRED QUALIFICATIONS

- Bachelor's degree. Nonprofit Management, or a related field, or equivalent experience.
- Experience supporting nonprofit fundraising, donor relations, or development operations.
- Familiarity with data security standards and best practices in database management.

WORK ENVIRONMENT

This position operates within a professional, non-profit performing arts theatre and its surrounding exterior grounds. The work environment includes indoor spaces such as the theatre, lobby, and backstage areas, as well as occasional outdoor spaces on facility grounds.

PHYSICAL REQUIREMENTS

The physical demands described below are representative of those required to successfully perform the essential functions of this position. Reasonable accommodation may be made to enable individuals with disabilities to perform these functions.

N=Never Not present

O=Occasionally: Occurs 1/3 of time

F=Frequently: Occurs 1/3-2/3 of time

C=Constantly: Occurs 2/3 or more

Physical Demands	N	O	F	C	Comments
Sitting				X	
Walking			X		
Climbing/Balancing	X				
Stooping/Twisting		X			
Kneeling	X				
Squatting	X				
Crawling	X				
Push/Pull		X			
Reaching			X		
Gripping			X		
Keyboarding				X	
Pinching			X		
Neck rotation/extension			X		
Foot use			X		
Visual acuity				X	
Lift/Carry Weight Range	N	O	F	C	Comments
Up to 10 lbs.				X	
11–25 lbs.		X			
26–50 lbs.	X				
51–75 lbs.	X				
75–100 lbs.	X				
Over 100 lbs.	X				
Environmental Conditions	Yes	NO	Comments		
Uneven ground		X			
Exposure to dust/fumes	X				
Excessive noise	X				

Exposure to Biohazards	X		
Extreme temperatures		X	
Exposure to hazards		X	
Working at heights		X	
Working with machinery	X		Interactive Exhibits
Exposure to noise (>90 dbe in 8 hrs per day)		X	

Physical Demands Definitions

Physical Demands Specific physical activities required to perform a job as defined in the position description.

Essential Functions Fundamental job duties of the position as defined by the Americans with Disabilities Act (ADA).

Specific Physical Demands

- Sitting Remaining in a seated position.
- Standing Remaining on one's feet in an upright position at workstation without moving about. Not type of surface
- Walking Moving about on one's feet. Note type of surface/irregularities
- Climbing Ascending or descending ladders, stairs, scaffolding, ramps, etc., using feet and legs, or hands and arms. Note in terms of steepness, height, surface type.
- Balancing Maintaining body equilibrium to prevent falling.
- Stooping Bending downward and forward by bending spine at the waist, requiring full use of lower extremities and back muscles.
- Twisting Includes lateral rotation of the trunk and spine.
- Kneeling Bending legs at knees to come to rest on knee or knees.
- Squatting Bending body downward and forward by bending spine at the waist, requiring full use of the lower extremities and back muscles.
- Crawling Moving about on hands and knees or hands and feet. Note surface type, distance,
- Push/Pull Exerting force upon an object so that the object moves away or toward the force.
- Reaching Extending hand(s) and arm(s) in any direction, such as overhead, below waist, forward or lateral.
- Gripping Seizing, holding, grasping, turning, or otherwise working with hands. Fingers involved only to extent that they are an extension of hand, Includes dimple or forceful grasping.
- Pinching Picking, pinching or otherwise working primarily with fingers rather than the whole hand.
- Keyboard Repetitive finger motion to press keys.
- Neck Rot Forward flexion, extension or lateral rotation of the head and neck.
- Foot Use Repetitive or prolonged movement of the foot and ankle.
- Visual Acuity Near-Visual acuity with clarity at 20 inches or less
Far-Visual acuity with clarity at 20 feet or more
- Lifting Raising or lowering an object from one level to another-includes upward pulling.
- Carrying Transporting an object, usually held in the hands/arms or on shoulders.
- Noise Exposure to noise levels greater than 90 dB per eight (8) hour workday as per OSHA requirements.

WORK AUTHORIZATION/SECURITY CLEARANCE

- Proof of eligibility to work in the United States.
- Criminal and Civil background checks will be performed.
- McCallum Theatre is an Equal Opportunity Employer and Drug-Free Workplace.

AAP/EEO Statement

McCallum Theatre provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any kind without regard to race, color, religion, age, sex, national origin, disability status, genetic information, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local law.

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.

ABOUT THE MCCALLUM THEATRE

Located in Palm Desert, California, the McCallum Theatre is a renowned nonprofit performing arts theater dedicated to enriching the cultural life of the community through a diverse program of world-class entertainment, arts education, and community engagement.

Our mission is to provide a world-class platform for artists while enhancing cultural experiences for our patrons and supporting our local community.

To learn more, visit www.McCallumTheatre.org.

ABOUT PALM DESERT, CALIFORNIA.

The City of Palm Desert was incorporated in 1973 and is home to more than 50,000 year-round residents. It is centrally located in the heart of the Coachella Valley in southeastern Riverside County. Known as the educational, cultural, and retail center of the desert communities, Palm Desert is approximately 125 miles east of Los Angeles and 15 miles east of Palm Springs.

Key industries include hospitality, tourism, service, and retail.

A major center of growth in the Palm Springs area, Palm Desert is a popular seasonal retreat for "snowbirds" from colder climates across the United States and Canada, increasing its population by an estimated 31,000 residents each winter.

In Recent years, the city has also experienced growth in full-time residents relocating from coastal and urban areas in California, attracted by its high quality of life and comparatively affordable home values.

TO APPLY

Please submit a resume and brief cover letter to Human Resources at hr@mccallum-theatre.org with the subject line: Database Operations Specialist – [Your Name].