



## Database and Operations Administrator

### THE OPPORTUNITY

Are you an experienced database manager who is great with numbers and has strong bookkeeping skills? Would you like to use your skills to help ensure efficiency and organizational success for the Bay Area Ridge Trail?

The Ridge Trail Council is looking for a savvy, flexible, and meticulous database professional to support our team. This position reports to the Development Director and works closely with a team of 10 staff.

### THE ORGANIZATION

The Ridge Trail Council's mission is to plan, promote and sustain a connected hiking, cycling, and equestrian trail on the ridgelines around the San Francisco Bay – linking people, parks, and open space for today and future generations. We're more than two-thirds of the way to our goal, with 400+ miles of the ultimate 550-mile loop now complete.

The Council is a 30+ year stable nonprofit with a professional, well-respected staff, a dedicated and engaged Board of Directors, and an extensive cadre of volunteers. Our office is located within a beautiful coworking space in west Berkeley.

### POSITION SUMMARY

The Bay Area Ridge Trail Council is hiring a Database and Operations Administrator to oversee our Salesforce database, bookkeeping and automated gift processing. The successful candidate will play an integral role as part of a small team and will collaborate with colleagues and consultants to ensure our operations are accurate and effective. This position is non-exempt. The position could be full-time or part-time, depending on the candidate and responsibilities. *Note:* the Council is also recruiting for an Administrative Coordinator and some responsibilities could be covered by either position.

### KEY RESPONSIBILITIES:

#### Database

- Administer Salesforce donor database, with assistance of Salesforce consultants as needed, including: updates to the system, ongoing customization and cleaning, maintaining security, documenting business processes, resolving integration issues, and ensuring data integrity.
- Create and customize reporting tools and campaigns in Salesforce and associated applications (Classy, Apsona, Campaign Monitor) to be used as fundraising management tools to optimize fundraising strategy.
- Oversee, coordinate and update campaigns in Salesforce.

- Update and manage use of Salesforce database for mailing lists for direct mail, print newsletter, eNews etc.
- Oversee integration of third-party applications such as Apsona, Classy, Campaign Monitor, NPSP and Wealth Engine into Salesforce.
- Coordinate, create and test donation forms or event registration pages and ensure that they are properly synced to Salesforce. Coordinate Salesforce and supporting third-party application training, as needed, for staff.

#### Bookkeeping

- Keep accurate accounting, administrative, program and archival files and records.
- Manage accounts payable and receivables, prepare deposits, review invoices and issue payments. Reconcile bank accounts and manage bank feeds.
- Coordinate with the accountants and others to maintain accounting records and files, including for tax and audit purposes.
- Review employee credit card activity, reconcile to monthly statements, and record activity into accounting system
- Reconcile Salesforce donation reports with Bookkeeper reports in Quickbooks.
- Support staff in using the accounting system to generate financial reports.

#### Gift Processing

- Oversee gift processing for Automated Clearing House/Electronic Funds Transfer (ACH/EFT) gifts:
  - Manage entry into Salesforce of all third-party platform donations such as Benevity, YourCause, Fidelity, Facebook, Bright Funds, CyberGrants, PayPal Giving, and individual organization EFTs - some gifts entered manually, others by importing data
  - Enter all Salesforce, Classy and third-party platform donations and EFTs into Quickbooks.
  - Prepare monthly reports for each revenue source for accountant.
- Support the development team as needed, in processing mail donations with accurate data entry of gifts and prompt sending of donor acknowledgements.

#### REQUIRED EXPERIENCE, SKILLS, AND VALUES

- Experience working with QuickBooks Online and Salesforce NPSP
- Passion for working with numbers and processes
- Strong organizational and time management skills
- Great attention to detail
- Excellent communication and critical thinking skills
- An orientation toward creative problem-solving
- Ability to take initiative and work both independently and as part of a team
- Flexibility and the ability to multitask and prioritize a variety of requests and inquiries
- Proficiency with Google Suite as well as Microsoft Office suite on Mac and PC platforms, intermediate to advanced Excel skills (ability to create and manipulate complex data tables and charts)
- Bachelor's Degree/AA Degree and/or minimum of three years similar experience in a fast-paced work environment

## ADDITIONAL DESIRED SKILLS

- Ability to troubleshoot IT/ hardware issues
- Website administration experience, and/or familiarity with WordPress
- Experience working with nonprofits
- Interest in supporting our mission to complete the Bay Area Ridge Trail
- Experience with HR-related tasks such as time sheet and time off tracking and scheduling

## WORK ENVIRONMENT

This position operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, and filing cabinets. Some evening and weekend work is required. The Council is open to flexible arrangements, including varying levels of remote work. Depending on the candidate's interest, significant remote work is possible, but a minimum of 1-3 days per month work in our Berkeley office is required.

## PHYSICAL DEMANDS

The employee is regularly required to talk, hear, and sit or stand at a desk/computer terminal for extended periods.

## COMPENSATION

The Council strives to pay competitive salaries within the nonprofit community. Benefits include paid vacation, holidays, sick leave, medical, dental, vision coverage, and 401K. The salary range for the Database and Operations Administrator is \$60,000-67,000 per year, depending on experience.

## TO APPLY

The Council is an equal opportunity employer and committed to a diverse team. To apply, please send a 1-page cover letter, resume, and salary objectives to [careers@ridgetrail.org](mailto:careers@ridgetrail.org) and indicate "Database and Operations Administrator" in the subject line. Please visit [www.ridgetrail.org](http://www.ridgetrail.org) for more information about the Ridge Trail.

The position is open until filled, but to facilitate review, please apply by May 24, 2024.