POSITION VACANT

Assistant Database Manager – Sydney (Full time position)

Bible Society Australia is an Australian not-for-profit company dedicated to making the Bible available to all people, in Australia and around the world, in a language they can understand, a format they can use, and at a price they can afford. We also help people engage with the Bible, and advocate for its value for individual and social flourishing. Founded in 1817, BSA is part of a movement of 145 Bible Societies around the world.

Bible Society Australia is seeking a motivated and experienced Database Assistant Manager to join our team and strengthen its resources in the provision of quality service to all our donors, supporters and BSA clients.

The duties of the role include:

- Supervise all support staff and monitor the database for correctness and accuracy of data.
- Data extractions/reports, data queries and data analyzing.
- Prepare daily, weekly and month performance reports for management review.
- Training of staff in Thankq database.
- Assist in the development and training of the database team.
- Liaise in a professional and courteous way with donors, BSA Staff, suppliers and volunteers.
- Trouble shooting system/hardware errors, submitting ticket support and following up tickets ensuring they are resolved.
- Identify and resolve issues promptly and with attention to detail and completeness.
- Answering donor queries on donations, tax deductibility and appeals generally, providing clear and helpful guidance. Ensure donations are processed and receipted on a timely and accurate basis.

Essential Criteria:

- 3 to 5 years demonstrated experience Team Manager/Supervising of staff 5+
- 5+ years experience data extractions, reporting, data queries, managing data and data analysing
- Demonstrated experience in delivering effective adult training on CRM systems
- Intermediate to Advanced skills in Excel (will be tested), Word, Outlook and the ability to effectively use ThankQ database or similar
- Excellent written, oral, communication and English skills
- Ability to multi-task, prioritise workloads and meet deadlines
- Demonstrated ability to think outside of the box
- High level of accuracy and attention to detail in managing data

- Problem solver and can work independently
- Experience working in a not for profit organisation using CRM systems e.g. ThankQ, Raisers Edge etc will be highly regarded.
- Excellent Customer Service
- Ability to supervise/delegate work in a team environment and to share the load when required in order to meet tight deadlines. Able to work under pressure
- Committed to promoting the mission and values of Bible Society Australia

If this role sounds like you we would like to hear from you.

Applications to be tendered by email only. Please attach your resume to your application.

Your application should address all essential criteria listed above. General enquiries in regards to the position to be directed to Joanna Kaisala, Database Manager
(Email: joanna.kaisala@biblesociety.org.au)