



NJ 2-1-1 Partnership

Job Description

Job Title: Database Manager

Reports to: Chief Operating Officer

Job Summary

The Database Manager is responsible for overall management of New Jersey (NJ) 2-1-1 Partnership's comprehensive database of community resources and client management system. The database is used by staff and volunteers to provide referrals to callers in need of health and human services. It is also available to the public and other organizations via the NJ 2-1-1 Partnership's website. This position is responsible for ensuring the accuracy of the information and the proper classification of services. The database currently includes listings for 3,000 organizations that offer services to the state of New Jersey. This position is also responsible for producing monthly, quarterly and as needed reports on the client database.

Key Responsibilities

- Create and maintain Standard Operating Procedures (SOPs) to ensure accuracy, consistency and relevance of all information in the 2-1-1 database while adhering to AIRS standards.
- Proactively identify data records requiring updating and work collaboratively with team members to ensure records are updated in an efficient and timely manner.
- Utilize AIRS taxonomy (nationally adopted classification system) and assist in consistent coding of all new records as they become available.
- Develop and maintain a user manual for updating both style and content requirement of both the resource database and client management system.
- Utilize report functions in data systems for both standard and ad-hoc reporting.
- Develop and maintain a process for archiving referral records.
- Manage database resource specialists' workload and performance metrics.
- Train, coach, supervise and develop new and existing database resource specialists and/or interns and volunteers
- Act as central point of contact for submitting trouble reports and enhancement requests to vendor.
- Manage the WIRE process from identification to resolution; submitting requests, conducting follow-up, and communicating status and/or feedback from the vendor to 2-1-1 Management and staff personnel in a timely and consistent manner.
- Develop a matrix of report elements for all lines of business and assure reports are generated according to schedule.
- Provide input to ongoing training and QA processes within Call Center Operations.

- Assist in agency's business continuity planning to ensure availability of resource data at all times.
- Identify current and priority database needs.
- Create mechanism to track and ensure staff productivity.
- Create monthly outcome data reports for the management team.
- Create and maintain communication with existing and new agencies.
- Handle difficult, sensitive, complex and/or escalated situations with agencies.
- Actively involved with AIRS community through the AIRS Network, conferences, training.
- Perform other assigned duties and responsibilities as assigned by supervisor.

Skills/Qualifications

BA/BS degree in Computer Science or Library Science or an Associate's Degree in Computer Science or Library Science with work experience in relational databases preferred.

Individuals with human services backgrounds with significant training in database management may also be considered with certification (CRS) from an accrediting organization such as AIRS.

Some IT management operational skills preferred.

Knowledge of government agency and non-profit organizational structures preferred.

Good understanding and technical knowledge of current network and PC operating systems.

Working knowledge of SQL, MS Access and MS Excel

Detail oriented with well-developed organizational skills.

Capable of expressing ideas and communicating effectively with all levels of the organization.

Strong writing and editing skills.

Ability to work collaboratively in a team setting.

Able to juggle multiple priorities and thrive in a fast paced environment

Work Environment

The position is primarily an office position. The Database Manager must be available after-hours and weekends for emergencies, as well as during state declared emergencies such as a hurricane.

