Data Integrity Administrator

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Data Integrity Administrator

Alumni Affairs and Development

Hiring #: 2020-0024

Please read the Application Instructions [1] before applying

The department of Alumni Affairs & Development (AA&D) is a central service at the University of Guelph accountable for raising money for the institution’s strategic priorities through the identification and alignment of donors and prospective donors. The division has recently undergone a re-organization to support the vision to attract $50 million in sustained annual philanthropic support (over a five to eight-year period) and to be one of Canada’s most sought-after advancement organizations.

Reporting to the Manager, Gift Processing & Records, the Data Integrity Administrator enters and updates information in the AA&D database and ensures the accuracy and integrity of the database. The Data Integrity Administrator works as part of a team as well as independently to support Advancement Services day to day and project initiatives by way of delivering and responding professionally and courteously.

The incumbent performs both manual and bulk entry data uploads and quality assurance (QA) testing. The incumbent monitors the quality of data entry work performed across the AA&D database using reporting and analysis skills. The Incumbent conducts needs analyses and designing as well as delivering, system specific training modules and data entry processes as they relate to the daily operations of Advancement Services.

Information is received from a variety of sources, is prioritized according to guidelines, and entered or updated. The Data Integrity Administrator searches information from public sources with the view to updating information for alumni or friends who may have moved and become ‘lost’ to the University. The Data Integrity Administrator may identify and communicate significant information to relationship managers in AA&D such as deceased alumni/donors and significant employment changes of alumni/donors so that personal notes of condolence or congratulations can be sent.

A high level of customer service is required as contact with donors and alumni is often sensitive (i.e. confirming a death). This requires highly effective written and oral communication skills and relationship building skills.

Given the nature of AA&D activities, accurate records and databases are critical to the University’s alumni relations and fundraising efforts. The Data Integrity Administrator is expected to take an active role in ensuring the continuous improvement of and integrity of the data in the CRM including performing quality assurance testing when updates are made to the database interface application.

Requirements of the position include: One (1) year community college in a related field and one (1) year experience. The Data Integrity Administrator must have an aptitude for accurate and fast data entry, attention to detail, good computer skills, strong communication skills, sound judgement, tact, and organizational skills for prioritizing work.

- Excellent computing and database management skills essential (experience using structured query language (SQL) for data analysis considered an asset).
- Demonstrated skills in quality assurance analysis and testing methodologies.
- Demonstrated skills and ability in the following areas: advanced working knowledge of a variety of application software (e.g. MS Word, MS Excel, MS Access)
- Web searching/navigation tools to research information via the Internet; electronic mail; good knowledge of large computerized records systems like CRM databases.
- Research skills to prepare training modules, plans and statistics. Ability to elicit & provide accurate information pertaining to regulatory information and the ability to answer detailed & complex enquiries in a quick, efficient, clear and concise manner.
- Create, data import and process documentation.
- Excellent written skills to produce training material and documentation. Willingness to learn new technology.
- Excellent oral communication and presentation skills to convey informational policies/procedures and technical information to learners at varying levels of expertise.
- Excellent organizational and time management skills to handle multiple priorities and deadlines in a high-volume service area.
- Excellent interpersonal skills to deal courteously and effectively with people using tact and diplomacy.
- Good judgment and initiative. Ability to work under pressures both independently and in a team setting.
- In-depth understanding of the University of Guelph alumni base including historical degree details and the types of information stored in the AA&D database.
- Experience working in a team environment with a wide range of positions, from part-time student assistants to senior fundraising professionals.
- Experience interpreting information and identifying significant updates that warrant personal attention.
- Thorough knowledge of current processes in order to be able to recommend changes or enhancements to processes or tools, including the alumni database.

Position Number         393-042  
Classification               USW, Local 4120 Salary Band 3*
Salary Range              $21.12 Minimum (Level 1)  
                          $23.58 Normal Hiring Limit (Level 3)  
                          $28.51 Job Rate (Level 7)  
*Tentative evaluation; subject to committee review.

*At the University of Guelph, fostering a culture of inclusion [2] is an institutional imperative. The University invites and encourages applications from all qualified individuals, including from groups that are traditionally underrepresented in employment, who may contribute to further diversification of our Institution.

Posting Date: 2020 01 15  
Closing Date: 2020 01 22

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Links
[1] https://www.uoguelph.ca/hr/careers-guelph/how-apply  