



**FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY**

KENTUCKY YMCA YOUTH ASSOCIATION

Job Title: **Data Administrator**

Reports to: CEO/President, Vice President,
Office Manager, Program Directors

FLSA Status: Exempt

Revision Date: August 2018

ORGANIZATION DESCRIPTION:

The Kentucky YMCA Youth Association develops engaged citizens and servant leaders inspired to affect change in their school, community, Commonwealth, nation and world. Through experiential learning, service and community activism, the Kentucky YMCA Youth Association fosters critical thinking, leadership, and social responsibility in teens. Students in our programs build communication skills and confidence while developing a network of meaningful relationships with diverse students from around the Commonwealth.

We are an established, professional and fun non-profit, working to empower teens in KY, our alums and our staff. Our team consists of hardworking and passionate professionals who excel in their career. Each day we strive to create a positive staff culture that allows for all employees to share their ideas, have fun, collaborate with others, work in a team and individually, plan their own schedules, and be creative.

POSITION SUMMARY:

The Data Administrator works to support the programs of the Kentucky YMCA Youth Association through work with the CRM system, under the supervision of the CEO/President, Vice President and Office Manager. This position is responsible for management of our Customer Relationship Management System (CRM) which is utilized for all program registrations. This position additionally works with Program Directors to collect post-conference data and to offer onsite programming support for all conferences. The maintenance of the KY YMCA's website and Google Drive will be under the direct responsibility of this position.

ESSENTIAL FUNCTIONS:

1. Responsible for management of Customer Relationship Management System (CRM).
2. Ensures all areas of the CRM are up to date and working properly for each program, troubleshooting with software partners when necessary.
3. Creates electronic mailings and registrations through CRM.
4. Assists with training KY YMCA employees on CRM.
5. Ensures all data entered into CRM system is clean and usable information.
6. Responsible for KY YMCA's Google Drive organization.
7. Creates and edits KY YMCA's website contents on an ongoing basis.
8. Supports student and adult registration for select programs.
9. Collaborates with program directors to compile post conference data from CRM, assessments and surveys.
10. Ability to communicate efficiently via phone with participants and teachers

The Y: We're for youth development, healthy living, and social responsibility.

11. Organizational and time management skills are necessary in order to maintain a pack list.
12. Acts as pre-conference support to the Kentucky YMCA programs, including (but not limited to) KYA, KUNA, LTC, GFI, Y-Corps, Officer Retreat, local programs.
13. Acts as onsite support to the Kentucky YMCA programs, including (but not limited to) KYA, KUNA, LTC, GFI, Y-Corps, Officer Retreat, local programs.
14. This position requires regular travel to Kentucky YMCA offices (Frankfort and Louisville), conference facility locations, and other venues throughout the state of Kentucky. Can expect 40% travel, and must have reliable transportation.

QUALIFICATIONS:

1. Bachelor's degree in related field.
2. Two or more years of professional experience, in data management preferred
3. Previous experience working with Salesforce/Conga/and other community management systems preferred
4. Proficient use of Microsoft Office, particularly Word and Excel.
5. Ability to communicate clearly and professionally in-person, over phone, and via email.
6. Understanding of the nature and purpose of the KY YMCA and the respective roles of volunteers and staff.
7. Ability to relate effectively to diverse groups of people from all social and economic segments of the community; track record of building authentic, constructive relationships with others

BENEFITS:

1. Salary commensurate with qualifications/experience.
2. Comprehensive health and dental insurance for employee and dependents.
3. Highest contribution level to YMCA Retirement Plan, after vestment.
4. Professional development support through Y-USA and other opportunities related to job duties.
5. Monthly phone stipend.
6. Laptop/tablet provided.
7. Results oriented atmosphere.
8. Fun team environment.
9. Professional and creative staff team.
10. Remarkable PTO plan.

YMCA COMPETENCIES:

Mission Advancement: Models and teaches the Y's values of caring, honest, respect, and responsibility. Cultivates and retains the trust of others through direct and honest interaction. Engages community members in a way that builds commitment and loyalty in the work of the Y.

Collaboration: Advocates for inclusion and diversity throughout the organization. Appropriately addresses and corrects behaviors and practices that don't support inclusion. Helps build effective teams and community partnerships by fostering a common vision. Manages conflict constructively, with team and community. Assesses team dynamics and takes appropriate actions to engage team in ongoing work. Communicates needs and goals effectively, while demonstrating empathic listening for others. Able to tell the story of the Kentucky YMCA's cause and impact in the community.

YMCA JOB DESCRIPTION FOR DATA ADMINISTRATOR

Operational Effectiveness: Able to analyze, comprehend, and articulate operational goals and strategies of the organization. Able to anticipate likely outcomes and decide best course of action, while balancing risks and implications across multiple projects. Incorporates creative thinking and discussion techniques to meetings and brainstorming. Builds perspective by engaging others in open dialogue. Sets the norm of continuous improvement. Willing and excels in self-management of multiple ongoing projects, and setting clear goals and processes. Holds self and team accountable for high-quality, timely, and cost-effective results.

Personal Growth: Has a passion for learning that drives the pursuit of new knowledge and ideas. Listens and observes to gain new insight and continually improve performance. Actively supports and remains accessible to others during times of change or stress (e.g. conference seasons). Manages emotions appropriately and avoids becoming defensive or asserting inappropriate control when under pressure. Approaches others and addresses sensitive issues in a productive and non-threatening manner. Has functional knowledge to complete the job, and uses best practices as a framework to improve performance.