

Job Description

Company: Mizel Institute
Location: Denver, CO
Position: Associate Database and Operations Manager

About the Mizel Institute:

At the Mizel Institute, we believe that knowledge is power in developing a more educated, inclusive, and empowered community. We strive to create extraordinary experiences for individuals to understand the threats of antisemitism, racism, and extremism, and what we can do together to confront them. If you like to work hard and are passionate about improving your community through education, we want to hear from you! We offer a comprehensive benefits package, competitive wages, and a supportive, rewarding, and inspiring work environment.

Summary: The Associate Database and Operations Manager is a highly motivated individual with strong communication, project management, and database experience. This individual is responsible for the high level managerial and administrative functions of the day-to-day business operations throughout the organization. Additionally, they will provide a high level of professional database support and oversight through detailed audits, data reporting and analysis, and other tasks as assigned.

Essential Functions

- Assist in the management of staff to ensure that qualified attendance goals are met, setting regular benchmark goals, and driving outreach efforts
- Utilizes data-driven analysis and forecasting to measure and evaluate the performance of programs, assesses needs, and ensures that program objectives are achieved.
- Maintain 98% accuracy of the Salesforce database as defined by auditing requirements
- Daily administration and support of the Salesforce database, including but not limited to: management of users, customization of objects, fields, record types, workflows, reports, mass data entry and management, third-party apps, dashboards, and ongoing database clean-up
- Manage timely data collection to update operations metrics to achieve productivity targets, reduce cost per unit, eliminate errors, and deliver excellent customer service
- Lead data reporting efforts to communicate the institute's impact with internal and external stakeholders, including the outreach team, Board of Directors, donors, and grant funding agencies
- Utilize data-driven analysis and forecasting to measure and evaluate the performance of programs
- Train new and existing users on how to use database applications, provide technical support, and create and maintain documentation on processes and policies
- Manage and recommend new and standard Salesforce features and functionality to improve processes
- Help with the logistical management of all programs and events
- Manages and supports various special projects as needed, ensuring that projects are staffed completely, conducted efficiently, and completed on time

Required Qualifications

- The successful candidate must be able to lead data integrity and reporting efforts for the institute
- Minimum 2 year experience with Salesforce or similar CRM database
- A self-starter who can work independently and as part of a team
- Strong analytical, time management, attention to detail, and problem-solving skills
- Excellent communication skills with ability to convey technical concepts to non-technical audiences
- Demonstrated success building organizational capability
- Experience creating and implementing new processes and/or methodologies.
- Proficiency with using Microsoft Excel for data analysis and manipulation

Hours and Salary

\$60,000 - \$75,000, commensurate with experience. The candidate must be available Monday-Friday and may be required to work a limited number of evenings and weekends to support program activities. This position affords the ideal candidate the opportunity to work remotely as well as in the office each week.

Benefits

This position includes our standard benefits package, including a medical plan, dental plan, basic term life insurance, short- and long-term disability, 403(b) retirement with employer match, holiday pay and generous sick and paid time off. This role includes a potential for merit pay increases and promotions.

To apply

Submit your cover letter and resume at www.tinyurl.com/ApplyForMI. **Applications will be accepted on a rolling basis.** Every applicant is carefully reviewed; only candidates whose backgrounds most closely complement the requirements of the position will be contacted directly. All applicants will undergo a background check. Pursuant to CDC recommendations, final candidates must be fully vaccinated against Covid-19. The Mizel Institute is an equal opportunity employer.