



Data Coordinator- NAMI Wake County

Part-Time, 15 hours/week

The NAMI Wake County's mission is to provide support, education, and advocacy, to individuals, families, and caregivers living with mental health challenges to lead better lives in Wake County. According to the National Institute of Mental Health, approximately 1 in 5 adults in the U.S. experiences mental illness each year, that means over 200,000 adults in Wake County have a need for the support, education and advocacy that NAMI Wake County offers.

The organization is focused on the following four goals:

1. Sustain resources to effectively support the delivery of NAMI Wake County's mission.
2. Conduct programs to serve Wake County community needs and fulfil the NAMI Wake County mission.
3. Provide easily accessible resources to individuals living with mental illness, their families/caregivers, and community leaders.
4. Leads a collaborative approach that encourages Wake County leaders to prioritize community resources for mental health.

NAMI Wake County is an affiliate of the nationwide network that includes the NAMI North Carolina and the National Alliance on Mental Illness. NAMI is the nation's largest grassroots mental health organization dedicated to building better lives for the millions of Americans affected by mental illness.

To learn more, visit: www.nami-wake.org

PRIMARY RESPONSIBILITIES: The Data Coordinator will be responsible for data management related to membership processing and renewals, educational programs, donor engagement tracking, volunteer screening and involvement, and phone calls that come into the general phone number. The Data Coordinator's primary responsibility is the maintenance of GiftWorks, NAMI Wake's client data management system, and recording membership information into the NAMI national database. Both NAMI and NAMI Wake will be transitioning to Salesforce in 2019. This role provides critical support for NAMI-Wake's client relations by capturing and reporting data.

Day-to-day duties include recording data related to membership, donations, education and support programs, volunteers, and hotline phone calls. The Data Coordinator will work with program leaders and volunteer managers to capture the necessary information and will work

with the Executive Director to create reports that will assist with program evaluation and donor management.

EXEMPT STATUS: Exempt

ESSENTIAL JOB FUNCTIONS:

Client Database Management

- Data-entry for essential operations of NAMI Wake including, but not limited to, membership processing and renewals, volunteer management, donor interactions and engagement, and program enrollment and coordination.
- Liaises with software vendor (GiftWorks, NAMI 360, Salesforce) to report and resolve system issues and bugs.
- Works with the Executive Director to implement revisions to the systems as required by evolving programmatic or reporting needs.
- Maintains up-to-date knowledge of new features and functionalities in the software.

Quality Assurance

- Works with program leadership to develop and implement QA processes to identify and resolve recurring data quality and data integrity issues.
- Designs and builds custom reports for program and performance management and grants management purposes.
- Proactively identifies and implements opportunities for data collection improvements.
- Documents data quality standards and quality assurance processes.

OTHER DUTIES AND RESPONSIBILITIES:

- Volunteer screening and placement
- Responding to phone calls through the main phone number
- Other administrative duties as assigned.

PHYSICAL& LANGUAGE REQUIREMENTS:

- Finger manipulation.
- Ability to comprehend complex materials.
- Ability to speak and write English clearly and accurately.

EDUCATION:

- High School Diploma or equivalent preferred but equivalent experience and certifications will be considered.

BACKGROUND & EXPERIENCE:

- 2+ years related experience with relational databases and data management required, preferably in a non-profit setting.
- Prior experience with Access and Salesforce highly preferred.
- Intermediate computer skills and knowledge of relevant software packages (MS Excel, MS Access, MS Word) required.
- Demonstrated ability to learn quickly, be self-directed, and take initiative.
- Meticulous attention to detail.
- Excellent verbal communication skills
- Ability to work well with and to support a multidisciplinary team.
- Preference will be given to individuals with lived mental illness experience and those living in Wake County.

Job Type: Part-Time

Salary: \$15.00/hr for up to 15 hours each week.

Location:

- Remote, but available to come into our office in Raleigh.

Required work authorization:

- United States

Application Instructions

Please submit a resume and cover letter detailing your qualifications to Annie Schmidt (aschmidt@nami-wake.org) by December 7, 2018.