

**Neighborhood Partnerships**  
**Job Description: Database and Program Support Specialist**

Neighborhood Partnerships is adding to its team. We need a technology oriented, patient, people loving person who likes to help others find solutions.

**Position Summary**

The Database and Program Support Specialist will contribute to the success of the Oregon IDA Initiative and Neighborhood Partnerships by responding to inquiries and requests for support from IDA Initiative partners and the general public; becoming an expert in using and training others to use Outcome Tracker, the CRM system used by the Initiative; providing database user interface triage and tracking; and identifying opportunities and advocating for the most useful technology to support our providers on the ground.

The ideal candidate will be looking to support asset-building program providers and to be part of a small and collaborative team. You'll be a careful and detail oriented person who is comfortable with technology and have an interest in developing deep knowledge of a client management database to support its use both for the user and for data access, as well as have strong verbal and written communication skills that can be used to create "How To" guides for entry level to advanced level users. We will provide training and support as you build your skills in the use of Outcome Tracker and Salesforce.

**Primary Duties**

- Support partners with varying levels of knowledge or experience with CRM systems by telephone, email, or in person in the use of Outcome Tracker, the Oregon IDA Initiative's client management database.
- Act as a liaison and advocate for program needs with our east coast based software company, VistaShare.
- Develop and maintain database user guide.
- Maintain data in organizational database and generate/develop database reports as requested.
- Develop and refine internal resources for sustainable helpdesk model, including detailed tracking of helpdesk requests and resolutions.
- Maintain our statewide website and resource library.
- Coordinate with NP's Communication Director to expedite monthly newsletters and resource updates.
- Provide information and support to prospective IDA account holders, stakeholders and partners.
- Support contract management and evaluation duties of program staff.
- Organize logistics and provide support for meetings, trainings, conferences and events.
- Provide other program and general admin support as assigned, including, but not limited to assisting with in house or conference related technology needs.

**Skills and Experience Requirements**

- Human Services experience a plus
- Comprehensive computer knowledge and experience supporting basic office IT functions; knowledge of Salesforce, Outcome Tracker, and/or other CRM software a plus
- Enjoy talking to people and problem solving
- Ability to communicate things in a linear fashion
- Ability to communicate highly technical instructions in a way that can be adapted to different levels of knowledge and experience
- Possess high standard for accuracy
- Ability to track and proactively follow up on details to promote comprehensive and lasting resolutions
- Ability to categorize and make connections among multiple issues to identify underlying commonalities and differences
- Ability to tailor and provide effective database technical assistance
- Ability to multi-task while also being highly detail-oriented
- Ability to work independently to follow procedure and meet deadlines
- Ability to balance shifting deadlines and priorities
- Ability to adhere to strict confidentiality policies and procedures

- Ability to successfully contribute to a small team environment

**Other Details:**

This job provides significant interaction with partners and the public, about 30% by telephone, 60% by email, and 10% in person. This job requires the ability to respond quickly and a high level of detail and accuracy. Regional travel may be required.

This information is designed to outline the functions and position requirements of this job. It does not identify all tasks that may be expected, nor address the performance standards that must be maintained.

This is an hourly position, full time. This position will begin at \$15 an hour. Neighborhood Partnerships offers a full benefits package including employee health, dental, and vision care, vacation and sick time, holidays, public transportation, and employer contributions to a 401K.