

<b>Job title:</b>	Shared Services Database Manager
<b>Reports to:</b>	Controller

### **PURPOSE OF THE JOB:**

Key role in ensuring the success of a multiple organization consortium utilizing a single database to provide the best customer service experiences for both donors and other patrons. The organizations include the Kauffman Center for the Performing Arts and the resident arts organizations; Kansas City Ballet, Kansas City Symphony and the Lyric Opera of Kansas City.

The database manager will lead the database management with the advice and consent of the Consortium Leadership Committee (CLC). Duties include but are not limited to the administration activities related to the shared Tessitura database, setting up security levels for user groups and end users, creating new user accounts, training of members of the consortia, involvement in developing and upholding service level agreements and unified business practices of the consortia. The database manager will be the central point of contact between the organization, the software provider Tessitura and other related consultants and contractors. Candidates must possess a thorough understanding of database administration procedures as well as the ability to work and communicate effectively and professionally with a diverse team and various vendors.

### **ESSENTIAL JOB FUNCTIONS**

#### **Responsibilities:**

- At all times, adhere to the terms of the Service Level Agreements agreed to by the consortium members. Providing rapid response for critical issues.
- Proactively manage Tessitura database data and system use. Including reviewing, collaborating, and evaluating the impact of changes to the software due to process changes, new releases and so forth, with the entire consortium's best interests in mind with respect to the software used.
- Develop and manage database support team, which may include additional staff members, vendors, consultants and or contractors.
- Identify and fix all outstanding data consistency issues and process inconsistency issues.
- Establishes documents and maintain formal processes and procedures, "best practices" and user guidelines in conjunction with the Consortium Committees.
- Manages user permissions, control groups, new user setup, and other security functions.
- Point of contact for all support issues concerning Tessitura applications, software hosting vendors, credit card processor and multiple Web API interface.
- Leads and manages upgrades and patches. Ensuring minimal impact on patron experience.
- Coordinates User Group and other committee activities and/ or meetings for on-going collaboration and process improvement; including but not limited to process documentation, user training and compliance.
- Regularly communicates with all consortium members to proactively identify potential improvements or developing issues.
- Other duties as assigned.

**Qualifications:****Minimum Qualifications**

- Specialized training and or college degree in database administration strongly preferred.
- Five years of experience in database administration.
- Ability to collaborate and work effectively with diverse team members, vendors and other stakeholders.
- Ability to work with multiple organizations and vendors proactively and professionally
- Strong written and verbal communication skills.
- Supervisory experience
- Proficiency in Excel, Microsoft Office, database software, SQL, Info Maker
- Knowledge of Tessitura software preferred, but like SQL CRM software is required.

**Preferred Qualifications**

- Good problem solving and strategic thinking skills.
- Ability to prioritize, identify critical issues and work towards results

**INTENT AND FUNCTION OF JOB DESCRIPTIONS**

*Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.*

*All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully perform the positions. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all-inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.*

*In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.*

*Job descriptions are not intended as and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.*