



PROGRAM: MICOP Immigration Legal Assistance (MILA)

JOB TITLE: Database Manager

REPORTS TO: MILA Program Director

SALARY and BENEFITS: Full Time (40 hours/week) \$26/hour plus Dental and Vision insurance, 403B retirement plan, 5 days PTO (year 1), 11 holidays, 2-week paid winter break, which includes 2 of the 11 annual holidays

LOCATION: MICOP office – Oxnard

EMPLOYEE STATUS: Non-Exempt

APPLICATION: Please send a cover letter and resume to Donna Foster, at hr@mixteco.org

APPLICATION DEADLINE: Immediate Hire - Open until filled

Organization Summary:

Founded in 2001, Mixteco/Indígena Community Organizing Project (MICOP) supports, organizes and empowers the indigenous migrant communities of California's Central Coast through improved access to health and community resources, community organizing, language interpretation, education, direct assistance, cultural promotion, and our indigenous-led Radio Indígena community radio station. This position is located at our Oxnard office. MICOP offers a fast-paced, multilingual and multicultural work environment dedicated to carrying out our mission. MICOP has seen an exponential growth over the last three years, and is looking to build out its Salesforce, or other database platform, to function as a grant making portal as well as a case management tool for in-take, database management, and reporting.

Position Summary:

The Database Manager will build out the Case Management Module of Salesforce to suit the needs of our Program team, as well as develop a grant making portal for our MILA Regional Administration team that serves four sub-contractors. This person should be a self-starter, who can wear multiple hats and enjoys working with large datasets. Initially, the DB Manager will be working 50% with the MILA Regional Administration team to build the grant making portal and 50% with the Executive Team to build a case management module for the program team. Our

Regional Administration project fulfills a government contract upwards of 2 million USD, with four sub-contracting agencies, and estimate data entry support for nearly 3,000 requests each year. The DB Manager will then provide technical support to the Administrator and Finance team to process these requests. The other 50% will be building the case management module in Salesforce to support the data collection, storage, and reporting for MICOP's programs. You will work closely with the Executive team, Reports, Finance and Program teams to design this module, engage a Salesforce team to help build the program, and then provide critical support to each team through its implementation and roll-out. A successful candidate will need to be a self-starter, is tech-savvy, has experience with Salesforce or other database software and is willing to learn on the go.

Key Responsibilities:

Regional Administration Team Support (50%)

- Develop a work plan for a grant making portal for sub-grantee agencies through the Salesforce platform
- Develop, test, and roll-out the grant making portal for four sub-grantee agencies based on this agreed upon work plan
- Control client information data entry for errors or duplication, and add new clients per the request of the Administrator
- Maintain and provide technical support to clients using the portal, controlling requests entered (est. at 3,000 entries per year) and provide weekly reports to the Administrator
- Provide support to the Administrator regarding the requests made through the portal including reporting, technical adjustments or otherwise
- Adjust portal as requested or needed

Case Management Database Development and Management (50%)

- Develop a work plan for installing the Case Management Module on Salesforce to function for our Program Teams working in case management.
- Work with program teams to determine the proper in-take formula, database structure, and reporting templates required of the Module, completing a design proposal
- Identifying and engaging a subcontracting company as the single voice of MICOP's program staff to build the designed proposal
- Be the technical lead in implementing and training MICOP staff on how to use the Case Management tool with the support of the sub-contracting agency
- Support program teams to clean up their current data sets, as well as MICOP's IT and Reporting Staff who maintain current databases, to have a clean import list of data entries across all programs
- Work with sub-contracting company to import data provided by program teams and control for duplications, test in-take forms, and report templates; adjust as necessary;
- Maintain the case management database, controlling entries by program team weekly, providing feedback to programs about duplications, best practices

- Developing a manual and training program for new staff and new programs for the future once subcontracting training ends and if further modifications are made
- Adjust the portal as needed for new programs, new data collection, security measures, etc.

Database Management General Responsibilities

- Develop a Database Management Plan that includes a disaster recovery plan, back up deadlines, and encryption protocols
- Periodically perform IT security reviews and upgrades
- Maintain Database security, data encryption, and backup data on a regular basis
- Provide support to the Programs, Operations, Reporting, Finance, and Executive teams regarding any questions they have around the portal and/or Database
- Adjust portal as needed per the Regional Administration team or Program Teams
- Other requests related to the above responsibilities as needed

Other Skills

- Excellent organization and time management skills
- Good communication skills and ability to work in a multicultural bilingual work environment
- Self-starter and ability to work along but also lead group discussions and activities to determine needed functionality

QUALIFICATIONS:

- BA in Informatics, Information Technology, or relevant work experience
- Strong computer and IT skills
- Proficiency with database programs, Salesforce a plus
- Strong organizational and time management skills
- Self-starter with program management experience
- An attention to detail and an eye for controlling data entry
- Bilingual in Spanish and English required.