Database and Help Desk Assistant – National Office – Email resume and salary requirement to datateam@gigisplayhouse.org

Founded in 2003, GiGi’s Playhouse Inc.’s mission is to change the way the world views Down syndrome and send a global message of acceptance for all. We profoundly change lives through national campaigns, educational programs, and by empowering individuals with Down syndrome, their families, and the community. All programs are free and are therapeutic or educational in nature. Each one of our programs is designed to work on specific skill development, including speech and language, literacy, socialization, and fine and gross motor skills. GiGi’s Playhouse currently has over 50 locations across North America and is growing by several locations annually.

Job Description
The Database and Help Desk Assistant is a self-motivated conscientious individual who thrives in an environment of servicing a variety of technical needs for a broad base of clients. This individual is responsible for using Salesforce to manage donation information and other constituent data, building reports, creating online forms, and administering Office 365 tools to our many users. In addition, this person leverages the Zen Desk help desk tool to support a broad array of technical issues for employees and volunteers across the GiGi’s Playhouse network. In order to be successful, this individual must be able to solve issues independently and collaborate with colleagues to ensure optimal solutions.

Essential Job Functions:
- Perform basic Office 365 admin functions including creating emails, password resets, etc.
- Data management and ensuring data quality in Salesforce for the National Office and developing playhouses, across all data areas (basic constituent data, de-dupes, donations, volunteer data, and a multitude of functions processed through Salesforce)
- Support the Playhouse Operations staff as they support non-staffed Playhouses
- Look for areas to improve our processes and create solutions or collaborate in the development of solutions
- Monitor data from external platforms and ensure data integrity within Salesforce
- Work Help Desk tickets efficiently and elevate issues to other resources to reach a resolution
- Event support and data monitoring for the National Office and the Remote event support for the Playhouses in our network

Reports to: Database Manager at GiGi’s Playhouse, Inc.

Competencies
- Customer Service: Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- Use of Technology: Adapts to recent technologies; Demonstrates required skills; Keeps technical skills up to date. Troubleshoots technological problems; Uses technology to increase productivity.
• **Problem Solving**: Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; ability to be creative, open minded and flexible; works well in group problem solving situations; uses reason even when dealing with emotional topics.

• **Written and Oral Communication**: Ability to express ideas and thoughts verbally; expresses ideas and thoughts in written form; exhibits good listening and comprehension; keeps others adequately informed; selects and uses appropriate communication methods.

• **Collaboration and Listening**: Ability to work collaboratively and professionally with national office staff and the staff and volunteers of Playhouse locations across North America. Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed; Recognizes accomplishments of other team members.

• **Attention to Detail and Quality Management**: Does not let key details slip through the cracks or derail a project. Looks for ways to improve and promote quality. Demonstrates accuracy and thoroughness.

• **Planning/Organizing**: Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

• **Project Management**: Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.

• **Efficiency**: Able to produce significant output with minimal wasted effort.

• **Initiative and Work Ethic**: Volunteers readily; Seeks increased responsibilities; Takes independent actions and calculated risks; possesses a strong willingness to work hard and sometimes long hours to get the job done. Has a record of accomplishment of working hard. Maintains stable performance when under heavy pressure or stress.

• **Adaptability**: Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

**Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

• **Education and/or Experience**: At least 2-3 years of customer service experience; at least 3-5 years’ experience in banking, retail, hospitality, non-profit organization, and/or a related field.

• **Language Skills**: Ability to read, analyze, and interpret Standard Operating Procedures (SOPs) and database instructions. Ability to respond to common inquiries or complaints from customers, or members of the broader GiGi’s team.

• **Computer Skills**: To perform this job successfully, an individual should have proficiency in Microsoft Word, Excel, and Teams, as well as the ability to work proficiently in Zen Desk and a CRM database platform (Salesforce), and its component technologies.

• **Physical Demands**: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit and talk or listen. The employee is frequently required to use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to stand; walk and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include ability to adjust focus.

• **Work Environment**: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.
**GiGi’s Playhouse Core Values**: GiGi’s challenges all staff and volunteers to embody the following core values:

- **Enthusiasm**: Bringing positive, high energy to our work
- **Best of All**: Always looking to improve in all that we do. Challenge yourself every day.
- **Get It Done**: Making things happen and blasting through barriers when needed; figure it out.
- **Believe**: Believe in ourselves, believe in our mission, believe we can achieve all that we set out to achieve
- ** Locally Concerned, Enterprise Minded**: To best serve our local communities, we share our location’s best practices and have the humility to leverage the collective learnings from across the GiGi’s network.