



- I. **TITLE:** Database Specialist
- REPORTS TO:** Director of Business Analytics
- DEPARTMENT:** Business Analytics Department
- FULL-TIME POSITION:** Salaried | Non-Exempt
- COMPENSATION:** \$65,000

II. **POSITION SUMMARY:**

The Database Specialist oversees the maintenance, manipulation and storage, of Ballet Austin’s customer and sales CRM (Tessitura). This position identifies and solves Tessitura requirements, provides sophisticated data output, and troubleshoots problems that may arise with Tessitura’s interface for assigned areas.

This position focuses on the technical and functional needs for upgrades, reporting and customization of Tessitura in support of the Ticketing Department and the Development Department. The Database Specialist works with team members from these two departments to leverage Tessitura to achieve the organization’s fullest revenue generation, marketing, reporting, data analysis, and business development objectives, with the goal of increasing the productivity and efficiency of the Tessitura users group within BA team.

III. **KEY RESPONSIBILITIES:**

**System Administration:**

- Responsible for software updates to Tessitura
- Serves as main point of contact between Ballet Austin and Tessitura, to maintain functionality as part of its integration with balletaustin.org
- Works with third-party vendor on CRM website integrations, and troubleshoots and resolves issues in the web API and/or in the web integration
- Monitors third-party software, including payment processors required for use with Tessitura applications
- Reports technical errors and submits requests for assistance to Tessitura tech support
- Maintains Tessitura security modules and day-to-day administration of the security policies

**Support Services:**

- Writes queries in SQL for business needs outside of current reporting capabilities
- Develops new uses or customizations within the CRM to streamline business processes and improve productivity
- Cross-trains staff to provide Tessitura working knowledge in key operational areas
- Assists with Tessitura event set-up and administration



- Informs staff on the various issues with Tessitura that would change current business practices

#### **Administration Responsibilities for Development Department:**

- Track contributed revenue and generate reports/dashboards, with the ability to report progress, year-to-date comparison, and provide analysis leading to strategic planning for the department
- Create donor lists needed for various communications
- Manage updates/changes/annual build for Development Department's database needs
- Assist in the execution of complex Tessitura needs for strategic segmentation, reporting, and analysis

#### **V. OTHER ACCOUNTABILITIES:**

- Other duties as assigned

#### **VI. PHYSICAL DEMANDS AND WORK ENVIRONMENT:**

- Ability to lift and transport light equipment
- Some evening and weekend work is required throughout the season

#### **VII. EDUCATION AND EXPERIENCE:**

- Minimum qualifications
  - Bachelor's degree in MIS or related field or equivalent
  - 3+ years of experience with Tessitura
  - 3+ years' experience in Marketing Analytics, Data Analysis, Business Intelligence, or a related field.
  - Working knowledge of SQL
  - Excellent customer service skills with the ability to efficiently and effectively resolve issues for internal customers, frequently in a time-sensitive environment
  - Excellent organizational and time management skills with the ability to work in a collaborative environment, prioritize and manage multiple, ongoing projects while meeting deadlines
  - Excellent written and verbal communications skills
  - Strong analytical and problem-solving skills with a flexible mindset
  - Proficient knowledge of the Microsoft Office Suite, especially Excel & Word
- Preferred qualifications
  - Experience in a ticketing box office / development environment
  - Experience with WordPress
  - Working knowledge of HTML



**VIII. COMPETENCIES -- KNOWLEDGE, SKILLS AND ABILITIES:**

- Collaborative
- Effective communicator
- Customer-focused
- Values differences
- Resourceful
- Situationally Adaptive
- Instills Trust

**IX. ORGANIZATIONAL RELATIONSHIPS:**

- Reports to: Director of Business Analytics
- Supports: Ticketing Department, Development Department; Business Analytics
- Peer collaboration/communicates with: Ballet Austin staff & external customers

**TO APPLY**

Please email cover letter, resume, to [HR@balletaustin.org](mailto:HR@balletaustin.org)

**BACKGROUND SEARCH REQUIRED**

**NEW HIRES WILL BE ASKED TO PROVIDE PROOF OF COVID-19 VACCINATION**

Ballet Austin is committed to enhancing the diversity of our student body, faculty, and staff. Hiring and other employment-related decisions are made on the basis of an individual's qualifications, past experience, overall performance and other employment-related criteria. In conjunction with Ballet Austin's commitment to increasing the racial diversity within our organization, we are particularly interested in receiving inquiries from applicants of color. It is the policy of Ballet Austin to provide equal opportunities for employment and advancement for all individuals, regardless of age, gender, race, religion, color, disability, veteran status, sexual orientation, national origin, or any other legally protected category.