



Position: Database Specialist NV 211	Job Description Number:
Division: Operations	FLSA Designation: Non-Exempt
Department: Nevada Special Programs	EEO Classification:
Reports To: Director, NV 211	AA Classification:
Positions Under Direct Supervision: 0	Number Directly Supervises: None

Position Summary: Responsible for overall management of Nevada 211's comprehensive database of community resources and client management system. Responsible for research and consultation with community stakeholders and Nevada 211 Outreach Coordinators to identify resources. Data maintenance including creating and updating records in the Nevada 211 database. Taxonomy and other indexing. Training, outreach and other responsibilities, as assigned.

Primary Responsibilities:

- Create and maintain Standard Operating Procedures (SOPs) to ensure accuracy, consistency and relevance of all information in the 2-1-1 database while adhering to AIRS standards.
- Proactively identify data records requiring updating and work collaboratively with team members to ensure records are updated in an efficient and timely manner.
- Utilize AIRS taxonomy (nationally adopted classification system) and assist in consistent coding of all new records as they become available.
- Develop and maintain a user manual for updating both style and content requirement of both the resource database and client management system.
- Utilize report functions in data systems for both standard and ad-hoc reporting.
- Develop and maintain a process for archiving referral records.
- Provide training and supervision to new hires responsible for taxonomy, data entry and record maintenance.
- Act as central point of contact for submitting trouble reports and enhancement requests to vendor.
- Manage the iCarol process from identification to resolution; submitting requests, conducting follow-up, and communicating status and/or feedback from the vendor to 2-1-1 Management and staff personnel in a timely and consistent manner.
- Responsible for developing a matrix of report elements for all lines of business and assuring reports are generated according to schedule.

Additional Responsibilities:

- Provide input to ongoing training and QA processes within Call Center Operations.
- Assist in agency's business continuity planning to ensure availability of resource data at all times.
- Participate in the hiring, training, coaching, supervision and development new and current Database Resource Specialists and/or interns and volunteers
- Determine current and priority database needs
- Create monthly outcome data reports for the Management Team
- Create and maintain communication with existing and new agencies
- Handle difficult, sensitive, complex and/or escalated situations with agencies
- Actively involved with AIRS community through the AIRS Network, conferences, training, etc.
- Responds to requests from Management in a timely manner and works on special projects, as assigned.
- Supports and complies with all company policies, procedures, guidelines, and ethical standards. Maintains the highest standards of confidentiality and complies with all policies and procedures to protect client's privacy and MMI's propriety information.



- Represents MMI professionally and effectively by living out our mission, vision, and guiding principles.
- Responsible for customer satisfaction through expression of caring in words and actions with every person with whom we come in contact.

NOTE: The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment of the position.

Qualification Requirements: To perform this job successfully the individual must be able to perform each essential function satisfactorily. The requirements below are representative of the knowledge, skills and abilities required.

Education and Experience:

- High School diploma or GED
- Degree or experience in Library Sciences a plus

Travel Requirements:

- Minimal travel may be required to attend meetings or training sessions.

Technical Skills:

- Proficient in MS Word, Excel, PowerPoint, Outlook and Internet applications.
- Some familiarity with spreadsheet applications and presentation software.
- Ability to read, analyze and interpret information and instructions.
- Ability to respond to common inquiries from co-workers or clients.
- Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.
- Ability to solve practical problems and deal with a variety of variables to arrive at solutions within a defined set of procedures.
- Ability to read, analyze and interpret complex information, instructions and data and deal with concrete and abstract variables.
- Ability to define problem, collect data, establish facts and draw conclusions.
- Ability to solve problems in a timely manner and deal with a variety of variables to arrive at solutions when no defined set of guidelines may exist.
- Displays proficiency in planning and prioritizing work activities, uses time efficiently and develops realistic action plans.
- Ability to consistently attend work, arrive at the scheduled time, and be prepared to work an assigned schedule. Must provide some degree of flexibility in work schedule to accommodate client and business needs.

Core Competencies:

- Excellent verbal and written communication skills.
- Excellent organizational and time management skills.
- Detail and results oriented.
- Self motivated and driven.
- Possesses social and professional skills to develop and maintain positive relationships.
- Strong customer service orientation in assisting employees/staff.
- Motivated to perform effectively/efficiently in a high work volume environment both individually and as part of a team.
- Some knowledge of core business operations, systems and processes to facilitate recommendations suitable for MMI's business environment.
- Ability to function effectively in a diverse team atmosphere.
- Ability to handle stressful situations and a high volume work load in a consistently calm and professional manner.
- Ability to adapt well in a consistently changing environment. Flexible and non-judgmental.



Physical Demands: The physical demands and work environment characteristics described are representative of those that must be met or are encountered 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.

- The individual is required to regularly perform data entry for extended periods of time.
- The individual is required to listen, talk and accurately transcribe information for extended periods of time and is required to talk before groups in the performance of the job.
- The individual is regularly called upon to deal with stressful situations and a high work volume.
- The individual is required to regularly sit and view a computer screen for extended periods of time.
- The individual is occasionally required to stand, walk, bend, stretch, and use hands to finger, handle or feel objects, tools or controls and to reach with hands and arms.
- Specific vision requirements include close vision and the ability to adjust focus.
- The individual is occasionally required to lift and/or move 25 pounds or more.

Essential Behavioral Expectations: All MMI employees are expected to conduct themselves professionally and maintain a high level of confidentiality in accordance with MMI's policies and procedures. All MMI employees are expected to act in accordance with MMI's Guiding Principles.

Customers will know we care

We will inspire and respect each other

We will act with integrity

We will be financially responsible

Created on: 1/22/20

Revised:

I have received a copy of this job description and my supervisor has reviewed and explained the responsibilities and position requirements.

Name (Please print) _____ Signature: _____