



Job Description: Database Assistant

BASIC INFORMATION	
Job Classification	
Hiring Range	
Funding Source	
FLSA Status	Non-Exempt
Provisional Period	90 days
Job Title	Database Assistant
Location	Eagan, MN
Department	StrongHearts Native Helpline
Position Type	<input type="checkbox"/> FT-Salaried <input checked="" type="checkbox"/> FT-Hourly <input type="checkbox"/> PT Hourly (16 Hours) <input type="checkbox"/> PT Hourly (24 Hours) <input type="checkbox"/> Relief <input type="checkbox"/> Temp <input type="checkbox"/> Intern-Paid <input type="checkbox"/> Intern-Unpaid
Reports to	Operations Manager
Supervises	
Shift	
Job Type	

GENERAL POSITION PURPOSE STATEMENT - JOB DESCRIPTION SUMMARY

The Data Assistant is a member of the Program Team and is supervised by the Operations Manager of StrongHearts Native Helpline. The Data Assistant provides support to StrongHearts Native Helpline team members around data systems utilized by the StrongHearts Native Helpline.

The Data Assistant is scheduled for a 40-hour week; however job duties may occasionally require work outside regularly scheduled hours

ESSENTIAL RESPONSIBILITIES AND DUTIES

Data Reporting (15%)

- Assist database coordinator with any reporting needs
- Ensure report requests are fulfilled in timely manner
- Follow the proper approval chain for all reports.

Data Integrity (15%)

- Review and update database annually and as needed according to the data coordinator or services manager.
- Help data coordinator review incoming case data and solve any concerns about advocate entry or data quality.

Data Collection (45%)

- Find and compile leads for database outreach
- Pursue leads for data collection and vetting to include new providers and resources into StrongHearts referral database.
- Support data coordinator in new provider and resource vetting
- Follow and help refine systems for data collection, including; outreach process, data vetting criteria, and data updates.

Support StrongHearts (25%)

- Support advocates in correct advocate application (component of database) use; including, how to find resources and providers, collecting case information, and database dictionary
- Support administrative staff in salesforce use
- Work training coordinator and data coordinator to ensure staff is comfortable and competent using Salesforce

This description only includes essential functions of the job and does not imply that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow and any other job-related instruction and to perform any other job-related duties requested by his or her supervisor or management.

JOB REQUIREMENTS AND RESPONSIBILITIES

- Undergraduate Degree or higher. Professional and/or personal experience may substitute for educational requirements. (Equivalency formula: two years of experience is equal to one year of education)
- Demonstrated proficiency in Windows or Mac environment, Microsoft Office, Google Suite, SQL Reporter, Web SaaS tools, and data manipulation tools.
- One year experience in data systems such as Salesforce
- High-level of analytical capability and an understanding of the complexities of our agency data systems
- Well-developed organizational skills
- Ability to coordinate and complete multiple projects.

- Understanding and compliance of confidentiality of caller information.
- Ability to work under time constraints and meet deadlines.
- Ability to work as a team member, providing support and constructive feedback in interpersonal interaction.
- Ability to be flexible and adjust work hours to requirements of the organization including occasional overtime and/or work outside of normal business hours, as needed.
- Commitment to the StrongHearts Native Helpline mission, vision and values.
- A consistent positive solution-oriented response that includes communicating about challenges to the appropriate person in a constructive and productive manner.
- Intentionally and actively fostering positive working relationships and organizational culture.

OTHER REQUIREMENTS AND WORK CONDITIONS

- Experience living and/or working in Native communities preferred.
- Deeply rooted in Indigenous thought and culture and informed by high-quality research and approaches.
- Knowledge of tribal, state and national advocacy organizations working to effect social change and that address the issue of violence against Native women.
- Ability to read, write and converse in English.
- Must have emotional and physical stamina to tolerate prolonged sitting or standing to deal with a variety of stressful situations, including responses to complaints, difficult requests from programs and individuals in crisis, and internal and external interactions, to effectively work long and at times odd hours, while maintaining a sense of humor.
- Works in a normal office environment with minimum exposure to dust, noise, or temperature extremes. Requires bending, stooping, lifting and carrying objects up to 25 pounds, with or without accommodations.

The above statements are intended to describe the general nature and minimum level of work being performed. They are not intended to be construed as exhaustive of all duties, responsibilities and skills required for the position. The employee will be required to perform any other job-related duties as required by the job objectives, the Assistant Director, and the mission, vision and values of the StrongHearts Native Helpline. This description does not modify any employee's at-will-status and is not a contract for continued employment of any duration.

Signature _____ Date _____
 Database Assistant

Signature _____ Date _____
 Director, StrongHearts Native Helpline



Applicant Information

Full Name: _____ Date: _____
Last First M.I.

Address: _____
Street Address. Apartment/Unit #

City State ZIP Code

Phone: _____ Email: _____

Date Available: _____ Social Security #: _____

Position Applying for: _____

Tribal Affiliation: _____ Enrolled or Descendant: _____

Are you a citizen of the United States? YES NO If no, are you authorized to work in the U.S.? YES NO

Have you ever worked for this company? YES NO If yes, when? _____

Have you ever been convicted of a crime? YES NO If yes, explain: _____

Are you currently or have you ever been on any federal contracting exclusion list? YES NO

If yes, explain: _____

Education

High School: _____ Address: _____

From: _____ To: _____ Did you graduate? YES NO Diploma: _____

College: _____ Address: _____

From: _____ To: _____ Did you graduate? YES NO Degree: _____

Other: _____ Address: _____

From: _____ To: _____ Did you graduate? YES NO Degree: _____



References

Please list three professional references.

Full Name: _____ Relationship: _____

Company: _____ Phone: _____

Address: _____

Full Name: _____ Relationship: _____

Company: _____ Phone: _____

Address: _____

Full Name: _____ Relationship: _____

Company: _____ Phone: _____

Address: _____

Previous Employment

Company: _____ Phone: _____

Address: _____ Supervisor: _____

Job Title: _____ Starting Salary: \$ _____ Ending Salary: \$ _____

Responsibilities: _____

From: _____ To: _____ Reason for Leaving: _____

May we contact your previous supervisor for a reference? YES NO

Company: _____ Phone: _____

Address: _____ Supervisor: _____

Job Title: _____ Starting Salary: \$ _____ Ending Salary: \$ _____

Responsibilities: _____

From: _____ To: _____ Reason for Leaving: _____

May we contact your previous supervisor for a reference? YES NO



Military Service

Branch: _____ From: _____ To: _____

Rank at Discharge: _____ Type of Discharge: _____

If other than honorable, explain: _____

Disclaimer and Signature

I certify that my answers are true and complete to the best of my knowledge.

If this application leads to employment, I understand that false or misleading information in my application or interview may result in my release. I authorize The National Indigenous Women's Resource Center to verify employment and conduct a background check.

Applicant
Signature: _____ Date: _____

For an application to be complete, it must contain the following:

- 1. Completed and signed application**
- 2. Letter of Interest**
- 3. Resume**

Please submit all materials in confidence to:

Email: info@strongheartshelpline.org