

**Community Shelter Board**  
**Working to end homelessness**  
**Job Description**

The Community Shelter Board is an award-winning non-profit organization working to end homelessness in Columbus and Franklin County. We are seeking a professional, self-motivated Database Administrator to oversee the management of the Columbus and Franklin County Homeless Management Information System (CSP). You'll have the opportunity to work in a fast-paced environment in this full-time position. Multi-tasking, prioritizing and excellent training and analytical skills are key. A successful candidate must be resourceful, patient, organized, engaged and detail oriented.

CSB offers a competitive salary, an excellent benefit program including health, dental, and vision insurance coverage, life insurance, 401(k) plan and employer retirement plan, flexible spending accounts, and generous paid time off. We also offer an attractive, comfortable work setting and free downtown parking. Learn more about CSB at [www.csb.org](http://www.csb.org). Interested applicants should submit résumé and cover letter to [hire@csb.org](mailto:hire@csb.org). EEO. Diverse applicants are encouraged to apply.

**Title of Position:** Database Administrator

**Pay Range:** \$50,000 - \$60,000

**Status:** Non-exempt, full-time

**Benefits:** Medical, prescription, dental, vision, life, disability, pension, Section 125 cafeteria benefit plan, and paid leave.

**Reports to:** Operations Director

**Unit:** Data & Evaluation

**BASIC FUNCTION**

Responsible for the management of the Columbus and Franklin County Homeless Management Information System (CSP) to ensure availability of timely and quality data. Oversees the daily operations for 300 internal and external users with high emphasis on user training and quality management.

**EFFECT ON END RESULTS**

This position is primarily concerned with the achievement of the goals for the organization by insuring quality, accurate, and timely data.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

- 1) Serves as primary CSP Administrator at the system level.
  - a) All CSP policies and procedures, including user manuals are up-to-date and reviewed at least annually by the 28th of February.
  - b) Assures CSP user agreements are current for all active users and user terminations are processed.
  - c) Assures that the License Redistribution Policy is followed annually and the process is finalized by the 15<sup>th</sup> of June.
  - d) Assures that an accurate list of licensing costs for each partner agency is forwarded to Finance Administration prior to July 1<sup>st</sup> of each year, for invoicing purposes.
  - e) Assures that all new CSP license and ART license requests are processed within 24 hours from receipt of agency payment & signed License Request form.
  - f) CSP materials are maintained and up-to-date at [www.csb.org](http://www.csb.org).
  - g) Implements new programs and customizes existing programs in CSP, as requested.
  - h) Program Matrix is up-to-date and distributed when changes occur or quarterly.
  - i) Assures functionality of technological system requirements (i.e. user access, etc.) and coordinates effectively with the CSP vendor. All issues detected are communicated within 24 hours of discovery.

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- 2) Performs routine data quality checks and quality assurance report generation with interpretation of data.
  - a) Establishes CSP Quality Assurance standards, methodology, and procedures which are up-to-date and reviewed at least annually by the 30<sup>th</sup> of May.
  - b) Assures monthly, quarterly, semi-annual and annual QA reviews occur; 100% of programs routinely submit data that meets CSB standards by the 30<sup>th</sup> day following termination of each quarter; agencies are informed of their compliance status.
  - c) Responsible for cleaning and maintenance of CSP database.
- 3) Establishes and maintains effective communication with CSP site administrators and CSP vendor.
  - a) Follows and implements the annual meeting plan for the CSP Site Administrators and ensures CSB meeting standards are met.
- 4) Provides appropriate individual technical assistance for CSP site administrators; issues are addressed and documented within 24 hours of submission (during business days).
- 5) Prepares effective and efficient trainings in a group, classroom or virtual setting.
  - a) Follows the annual plan for delivery of CSP user and administrator training to meet CSP system, agency and user needs.
  - b) Assures all CSP end-users and CSP Administrators are tested in CSP and receive their full CSP Certification no later than 30 - 60 days of their pre-certification and access to CSP.
- 6) Assists with annual program review and certification of CSP data.
  - a) Assists with technical assistance to partner agencies as necessary to improve program outcomes, as requested.
  - b) Routinely monitors agency performance to assure conformance with CSB CSP standards.
- 7) Responsible for development and maintenance of the CSP Administrator Manual and User Manual.
- 8) Responsible for accurate and timely preparation of the Monthly Occupancy Report.
- 9) Maintains complete and adequate files, records, and documents.

**OTHER FUNCTIONS**

- 1) Ensures that the Operations Administrator is fully trained as a back-up.
- 2) Performs back-up responsibilities for the Operation Administrator, as needed.
- 3) Keeps abreast of current trends and practices in field of expertise.
- 4) Contribute to an atmosphere of dignity, respect, and diversity, and adhere to CSB's Code of Conduct. Ensure equal treatment of others without regard to race, religion, color, national origin, ethnicity, ancestry, sex, sexual orientation, gender identity and expression, age, disability, veteran status, familial status, or socio-economic status.

**KEY LEADERSHIP COMPETENCIES**

1. Adherence to a strong and effective set of core values and beliefs.
2. Widely trusted and seen as a direct, truthful individual.
3. Effective process and project manager who creates efficient work flow; knows how to organize people and activities.
4. Able to inform supervisor and others effectively, thoroughly and in a timely manner.
5. Strong learning skills; able to pick up on new technology quickly. Able to keep abreast of latest developments in field.
6. Strong training skills; able to train users with varied technical skills.
7. Skilled in time management techniques; the ability to understand priorities and plan accordingly.
8. Proficient written communication skills; able to write instructions and explanations in a clear and concise manner.
9. Functional technical skills in necessary software and applications; database management, Microsoft Excel, Business Objects, Microsoft Word.

**SKILLS, KNOWLEDGE & ABILITIES**

1. Excellent knowledge of relational database management.
2. Excellent communication skills, both oral and written.
3. Excellent customer service and training skills.

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4. Excellent problem solving skills with solution-focused approach.
5. Proficiency in CSP system preferred.
6. Working knowledge of homeless service delivery system preferred.
7. Skilled in Microsoft Windows, Outlook, Word, Access, Excel, PowerPoint and Internet. Experience with Business Objects and SQL preferred.
8. Good time management skills and ability to complete projects on time.
9. Demonstrated ability to accurately attend to detail.

**PHYSICAL OR MENTAL DEMANDS**

1. High energy level, comfortable handling multi-faceted projects in conjunction with normal activities.
2. Ability to multi-task and maintain multiple projects simultaneously.
3. Strong interpersonal skills; ability to lead and facilitate diverse groups.
4. Superior computer skills with the ability to translate skills to end-users.
5. Well organized; ability to approach projects in a methodical and systematic manner.
6. Positive and participative style of an experienced team player.
7. Well-developed interpersonal skills; ability to get along with diverse personalities; tactful, mature, patient, flexible.
8. Ability to establish credibility and be decisive but able to recognize and support the agency's needs and priorities.
9. Aptitude to learn – a willingness to learn new skills in a fast-paced environment.

**MINIMUM QUALIFICATIONS**

1. Congruence with agency mission and values.
2. Bachelors Degree or equivalent experience in data systems, research or other related fields.
3. 3 years experience with database administration and management.
4. Experience working in a not-for-profit setting with significant information reporting requirements strongly preferred.
5. Valid Ohio driver's license, proof of automobile insurance and pass a criminal background check.

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