



Database Administrator

ABOUT BO'S PLACE

Bo's Place is a non-profit bereavement center offering free of charge grief support groups in English and Spanish for children, families, and adults in greater Houston and surrounding areas and providing education and resources for those who assist people in grief. Through our Information & Referral Line, in-person and online support groups, school-based groups, education and training programs, and outreach initiatives, Bo's Place supports the bereaved and equips others to better support them as well.

JOB SUMMARY

The Database Administrator is responsible for the overall management, optimization, and integrity of all organizational databases, including donor management systems, CRM platforms, client databases and other data systems.

This role ensures that all platforms are being utilized to their highest potential, supports accurate and timely data entry, and provides reporting and insights to drive informed decision-making. The Database Administrator serves as the internal expert, helping staff effectively use systems while continuously improving processes and data quality across the organization.

KEY DUTIES AND RESPONSIBILITIES

Database Management & System Optimization

- Serve as the primary administrator for all organizational databases, including CRM, donor management, client databases, and other internal systems
- Ensure all platforms are fully optimized and used to their highest capabilities, including features, automation, and reporting tools
- Identify inefficiencies, gaps, or underutilized features and implement improvements
- Manage system configurations, user access, permissions, and integrations across platforms
- Collaborate with leadership to align database functionality with organizational goals

Data Integrity & Entry

- Oversee accurate and timely data entry across all systems, including donations, client information, and constituent records
- Maintain high data quality through routine audits, deduplication, and standardization practices
- Develop, implement, and enforce data entry procedures and best practices
- Ensure consistency and accuracy across multiple databases



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Reporting & Analytics

- Generate recurring and ad hoc reports for leadership, development, and program teams
- Analyze data to identify trends, gaps, and opportunities to improve fundraising, client services, and operations
- Build and maintain dashboards and reporting tools that provide clear, actionable insights
- Support strategic planning through data-driven recommendations

Training & Cross-Department Support

- Train staff across departments in proper database usage and best practices
- Serve as the primary point of contact for all database-related questions and support
- Create and maintain documentation, guides, and standard operating procedures
- Promote consistent and effective use of systems organization-wide

EDUCATION AND EXPERIENCE

- 2–5+ years of experience managing databases or CRM systems, preferably in a nonprofit setting
- Experience with systems such as DonorPerfect, Salesforce, Bloomerang, Raiser's Edge, Constant Contact, Apricot or similar platforms
- Strong understanding of database structure, reporting, and data management best practices
- High attention to detail with a commitment to data accuracy and integrity
- Proficiency in Excel (including reporting and data analysis)
- Strong communication skills with the ability to train and support non-technical staff

PREFERRED QUALIFICATIONS

- Experience working with both donor and client/service databases
- Experience optimizing or improving database systems and processes
- Familiarity with reporting tools or dashboard creation

GENERAL INFORMATION

This is a full-time exempt position typically 40 hours per week within normal Bo's Place business hours of 8:30-5:30 with additional evening and weekend hours sometimes necessary to accomplish Bo's Place objectives. Work duties may be location specific to Bo's Place, satellite locations or other work sites.



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Department: Program
FSLA Status: Exempt

Job Status: Full-time
Reports to: Executive Director

TO APPLY: Please email resume to info@bosplace.org



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