

Data Integrity Specialist

This is a civilian employee position that works for a 501(c)3 non-profit that supports the Air Force Academy. This position does not require military service or graduation from the United States Air Force Academy.

UNITED STATES AIR FORCE ACADEMY ASSOCIATION & FOUNDATION

The United States Air Force Academy Association & Foundation (“Association & Foundation”) believe strongly that the United States Air Force Academy (“Academy”) is a vital national resource, upholding the invaluable mission of developing leaders of character for our Air Force, Space Force and nation. The Association & Foundation have joined forces to accomplish their complementary missions to actively support these leaders as well as the Academy and its cadets.

The core values of the United States Air Force Academy are Integrity First, Service Before Self, and Excellence in All We Do. These same core values guide the Association & Foundation, as well as our boards and staff.

THE OVERVIEW

The Association & Foundation seeks a dynamic and creative professional to join the stewardship team and serve as the Data Integrity Specialist (“Specialist”). This individual will serve under the direction of the Assistant Director of Gift Administration and Data Integrity (“Assistant Director”).

DAILY RESPONSIBILITIES

- Understand, uphold, and promote the ethical standards and core values of the Academy, and the Association & Foundation.
- Learn and understand how the Association & Foundation interacts with the Academy and other Academy-related nonprofit organizations that support various areas of the Academy.
- Process membership dues and other payments in a timely and accurate manner.
- Assist Alumni Relations, Communications, and Annual Giving teams with data requests and data extractions.
- Resolve issues related to membership credit card transactions, i.e. credit card errors, declines and invalid credit cards.
- Coordinate with other departments to ensure appropriate data is entered accurately and timely, such as event registrations and attendance.
- Assist with regular quality controls and projects that focus on maintaining database integrity and enhancing data.

- Prepare daily financial reports and assist with membership reconciling; Coordinate with financial accounting personnel to provide any needed information.
- Process biographical record updates, new record creation, and new memberships, including NCOA updates semi-annually and in-processing new cadet imports.
- Resolve minor processing and database inaccuracies; seek assistance from supervisor for issues beyond immediate expertise.
- Provide support as needed to gift processing as requested.
- Maintain confidentiality of sensitive information.
- Keep abreast of Air Force, Academy and departmental priorities, programs, personalities, and events.
- Perform other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

- Use organizational skills to manage multiple tasks concurrently.
- Possess excellent written and oral communication skills.
- Apply initiative, creativity, and sound judgment to appropriate situations.
- Work collaboratively with colleagues and with a diverse customer base.
- Meet project deadlines, which includes working accurately and thoughtfully under pressure.
- Possess a service-oriented mindset and be able to resolve customer complaints.
- Maintain a high level of confidentiality along with extreme attention to detail.
- Commit to high-performance results and teamwork and desire to reach increasingly aggressive goals.

REQUIRED QUALIFICATIONS

- A Bachelor's degree or equivalent.
- A background in office administrative or data entry work is preferred.
- Working knowledge with Raiser's Edge or similar CRM database is preferred.
- Working knowledge Microsoft Office 365 program suite is required.
- A valid driver's license and any related insurances is required.
- An ability to pass a DBIDS Background check, which is required in order to maintain access to the Association & Foundation principal offices on the Academy.
- Individuals with service in the military, especially the U.S. Air Force, will be given strong consideration

COMPENSATION AND BENEFITS

The hourly range for this position is \$21-\$27 (annualized \$43,680-\$56,160, commensurate with experience). The Association & Foundation offers a competitive benefits package including but not limited to medical, dental, vision, life insurance, short-term and long-term disability, retirement and paid time off for all full-time employees.

SUBMISSION INSTRUCTIONS:

Applicants must submit a cover letter and a resume to receive full consideration. Applications can be submitted via https://recruiting.myapps.paychex.com/appone/MainInfoReq.asp?R_ID=69999955. The position will remain open until filled.