



EDA Recompete – Management, Equity, and Governance – Database Coordinator

Shaping Our Appalachian Region (SOAR) is hiring a full-time Database Coordinator for its *Eastern Kentucky Runway* project, which connects prime age employment gap (PAEG) individuals to employment opportunities. In this role, you will be responsible for setting up and maintaining a Customer Relationship Management (CRM) system to support activities and track progress across all eight grant component projects. Your expertise in database management and technology will be essential in ensuring the effective management of data and information critical to the success of the grant initiatives. This is a grant-funded position serving 12 SOAR counties: Bell, Floyd, Harlan, Johnson, Knott, Knox, Leslie, Letcher, Magoffin, Martin, Perry, and Pike.

This position will report to SOAR's Recompete Plan Officer.

Duties and Responsibilities

1. Design, develop, and implement a comprehensive CRM system to support activities and track progress across eight component projects funded by the grant, ensuring alignment with project goals and objectives.
2. Collaborate with project managers, program coordinators, and other stakeholders to define data requirements, develop data entry protocols, and establish data management procedures for the CRM system.
3. Customize and configure the CRM platform to meet the specific needs of each project, including creating custom fields, forms, workflows, and reports to capture and analyze relevant data and information.
4. Train project staff and partners on the use of the CRM system, providing guidance, support, and troubleshooting assistance as needed to ensure accurate and timely data entry and utilization.
5. Establish data quality standards and protocols to ensure the integrity, accuracy, and completeness of data entered into the CRM system, conducting regular audits and reviews to identify and address discrepancies or errors.
6. Monitor and maintain the CRM database, performing routine data hygiene tasks such as de-duplication, data cleansing, and record management to optimize system performance and usability.
7. Generate and distribute regular reports and dashboards to project stakeholders, providing insights and analysis on key performance indicators, trends, and outcomes related to grant activities and progress.
8. Serve as the primary point of contact for data inquiries, requests, and support related to the CRM system, liaising with project staff, partners, and stakeholders to address needs and concerns.
9. Stay informed about emerging trends, best practices, and innovations in database management, CRM technologies, and data analytics, and incorporate relevant insights into system enhancements and improvements.

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Expectations

1. Strong analytical and problem-solving skills, with the ability to analyze complex data sets, identify trends and patterns, and translate insights into actionable recommendations and strategies.
2. Excellent organizational and time management skills, with the ability to prioritize tasks, manage multiple projects and deadlines, and work effectively under pressure.
3. Strong communication and interpersonal skills, with the ability to build relationships, facilitate collaboration, and communicate technical concepts and information effectively to diverse stakeholders.
4. Ability to work independently and as part of a team, with a collaborative and solution-focused approach to problem-solving and decision-making.
5. Commitment to data privacy, security, and confidentiality, with a demonstrated understanding of best practices and regulations governing data management and protection.
6. Knowledge of project management principles and practices, particularly as they relate to database management and technology integration within grant-funded projects.
7. Flexibility to adapt to changing priorities, needs, and circumstances, and willingness to embrace innovation and continuous improvement in database management practices.

Culture and Core Values

SOAR's mission is simple: grow Eastern Kentucky's population.

Our team culture is anchored by putting the interests of Eastern Kentucky first in all that we do. We believe treating others the way we want to be treated is always within our control. Our core values include faith, selflessness, grit, integrity, and empathy. We do our best to exemplify these daily in our interactions with each other and with external partners.

Why SOAR?

The SOAR organization offers a chance to be part of a movement that's bigger than any one of us individually. Tackling the challenges facing Eastern Kentucky is going to take all of us to come together to find the solutions. Through communications, collaborations, and convenings, SOAR is helping to get the right people in the right rooms to ensure the future of Eastern Kentucky burns as bright as ever.

SOAR offers a competitive salary along with the following benefits:

- 100% paid individual health insurance

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- SIMPLE IRA retirement plan
- Cell phone stipend
- Mileage reimbursement for work-related travel
- Laptop provided
- Annual bonus

Apply Now

Please apply [here](#).

SOAR is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran, or disability status.