Database Associate

Reports To	Database Manager / Office Manager
Classification	Non-Exempt / Hourly
Schedule	Monday through Thursday, 8:00 a.m. to 5:00 p.m.; Friday schedule as established by the organization; occasional extended hours for events or deadlines.

Position Summary

The Database Associate performs accurate, high-volume database processing, event registration, sponsorship administration, routine follow-up, and event preparation.

Key Responsibilities

Database Records and Data Entry

- Maintain accurate member, non-member, organization, sponsor, speaker, and attendee records using approved source documentation and established data standards.
- Process routine contact, affiliation, membership, and registration updates, including correction of duplicate or incomplete records under defined cleanup rules.
- Maintain database folders, registration files, sponsor benefit records, and supporting documentation.
- Pull standard registration, membership, sponsor, and attendee reports using documented filters and naming standards.
- Complete routine database cleanup and recurring updates according to established procedures.

Event Registration and Setup Support

- Enter approved event dates, times, locations, descriptions, speakers, bios, photos, pricing details, and other setup information after configuration rules have been approved by the Database Manager.
- Process standard and complimentary registrations, payments, confirmations, receipts, substitutions, and cancellations.
- Maintain and distribute attendee lists in accordance with approved privacy and distribution practices.
- Monitor registration counts and event capacity and escalate threshold concerns or exceptions to the Database Manager.
- Prepare badge files, print badges and ribbons, organize registration materials, and assist with onsite registration and event support.
- Close completed meetings and registration records using established procedures.

Sponsorship Administration

- Create sponsor invoices from approved commitments and email invoices using approved templates.
- Track invoice status, payments, sponsor contacts, benefits, logos, and complimentary registrations in the sponsor tracker and database.
- Send standard payment reminders and collect missing sponsor information, escalating disputes, exceptions, or sensitive accounts.
- Provide accurate sponsor lists and fulfillment information to the appropriate team member.

Routine Follow-Up and Client Service

- Respond to routine member, registrant, prospect, and client process questions using approved guidance and templates.
- Track requests, due dates, missing information, and completion status in a centralized work queue.
- Maintain general mailboxes and route complex or sensitive requests to the appropriate team member.
- Provide professional, timely customer service by email, phone, and in person.

General Support

- Maintain event supplies and assist with event preparation, packing, attendee materials, and registration station organization.
- Prepare speaker images and organize approved bios, logos, and supporting files according to naming standards.
- Perform other related duties as assigned.

Qualifications

Required Skills

- High level of accuracy and attention to detail in data entry and record maintenance.
- Ability to follow documented procedures, checklists, templates, and escalation rules.
- Strong organizational skills and ability to manage multiple deadlines.
- Professional written and verbal communication skills and a customer-service mindset.
- Proficiency with Microsoft 365, particularly Excel, Outlook, and Word.

Preferred Experience

- Experience with association management, customer relationship management, registration, or membership databases.
- NetForum or similar association management system experience preferred.
- Experience processing registrations, invoices, payments, or membership records is helpful.

Key Attributes

- Reliable and accountable for complete, accurate work.
- Comfortable with repetitive, detail-intensive tasks.
- Team-oriented and willing to support events and changing priorities.
- Uses sound judgment to recognize and escalate exceptions rather than making unsupported decisions.