



Employment Opportunity

Database Coordinator

Hourly Rate: \$20.18

Full-time – 40 hours per week

Closing Date: Open until filled

POSITION SUMMARY: Under supervision, the Database Coordinator's primary function is to perform duties in support of maintaining an accurate and functional CRM database. Other administrative and clerical assignments are secondary.

DUTIES AND RESPONSIBILITIES (ESSENTIAL FUNCTIONS):

- Hands-on experience managing data, data cleansing, de-duplication, and harmonization of information within existing 12,000+ records.
- Knowledge of database management concepts and principles.
- High level of proficiency with CRM tools including Act! Premium and Constant Contact.
- High degree of proficiency in Excel, importing and exporting of records and data.
- Experience manipulating large data sets while understanding both technical and business impacts.
- Develop a reference/procedural manual for the CRM database and continue to maintain updates as processes and procedures change.
- The lead person in managing the database and will be responsible for training future users.

ABILITY TO:

- Ability to work for extended periods of time on the computer reviewing and editing records and entering data in an efficient and accurate manner.
- Update existing Act Database consisting of approximately 12,000 records.
- Update and maintain integrity of contacts, groups, and companies.
- Maintain the District's CRM system ensuring accuracy, organized and entries are properly occurring.
- Organize large amounts of material and information into coherent subgroups and logical sequences with accuracy and close attention to detail.
- Demonstrate fundamental understanding of relational database management systems and concepts.
- Demonstrate organizational, problem-solving, decision-making and planning skills, which includes analyzing information, procedures, and problems to recognize alternatives to formulate logical conclusions, and make recommendations appropriate to the situation.



- Proactively identify gaps in both process and data itself, and work with team members to address them.
- Work with Outlook and integration with Act! where possible.
- Delete duplicate records as appropriate and as directed.
- Ensure all data is current and accurate.
- High-level attention to detail and improvement upon existing processes is critical.
- Adaptable and flexible in re-prioritizing tasks based on business needs.
- Highly detail oriented and organized skill sets.
- Organize and prepare mailing lists and ensure that the lists are accurate and correct names are included in the appropriate groups.
- Work with staff on preparing marketing lists to ensure the marketing emails are being targeted properly and the right groups are receiving invitations, emails, surveys, etc.
- Transfer data from paper formats into database systems or EXCEL spreadsheets.
- Verify data by comparing it to source documents.
- Retrieve data from the database or export into Excel spreadsheets as requested.
- Experience with large quantity of data entry and data management.
- Accurate typist.
- Exceptional follow up skills.

EDUCATION AND EXPERIENCE: The qualification guidelines generally describe the knowledge and ability required to enter the job in order to successfully perform the assigned duties. One to three years of experience in database administration and any combination of education, experience and training that would provide the required knowledge, skills and abilities will be considered.

CALPERS RETIREMENT PLAN: Effective January 1, 2013, newly hired employees who are new CalPERS members, as defined by the Public Employees' Pension reform Act of 2013 (PEPRA), will be enrolled in the CalPERS 2% at age 62 defined benefit plan with three year final compensation in accordance with PEPRA. New members will be required to pay fifty percent of the normal pension costs as their full share of the member contribution. An employee who is a "classic" member of CalPERS or a current member of another California public retirement system, will be enrolled in the CalPERS 2% at 55 benefit formula with one year final compensation. Classic members pay employee share of pension contribution.

APPLICATION PROCEDURE: All applicants interested in being considered for this position **MUST** submit a completed application (found at <http://www.mwdoc.com/business/employment>) to jobs@mwdoc.com. All applications will be evaluated in relation to the criteria outlined in this job posting and the complete job description. Highly qualified candidates with the most relevant qualifications will be invited to continue in the selection process which will consist of a phone interview, panel interview, skills assessment, and/or other appropriate screening methods. Employment is contingent upon successful completion of a background investigation.