



POSITION TITLE: Database Specialist

REPORTING RELATIONS: Senior Director, Finance and Operations

COLLABORATIVE RELATIONS: Colleagues across departments, management, stakeholders, vendors

PURPOSE OF POSITION

This position will work closely with AIA Canada's cross-sectional teams to ensure data is effectively collected, managed and streamlined to help support business development and strategic priorities of the Association. The role includes full oversight and management of the database system and connected websites and is the first point of contact to the external vendor. As the in-house database specialist, the position is responsible for ensuring staff are well-equipped to use the database and for developing the necessary tools to ensure proper training and data integrity.

RESPONSIBILITIES

- Management of database system; ensuring data integrity, efficiency, and effectiveness
- Providing in-house database training to staff and development of training materials
- Providing detailed tracking, analytics, and monitoring reports from the database
- Developing, executing, and optimizing data collection processes
- Working proactively with cross-departmental teams to understand the drivers of member satisfaction and dissatisfaction, and capitalize on those insights
- Developing member profiles that can be used to support cross-departmental needs
- Maintaining quality control by delivering work in a timely manner, meeting both internal and external deadlines
- Liaising with external vendors and developers to ensure successful deployment and operation of database system
- Collaborating with other departments in developing technical solutions for the various programs
- Other duties as assigned

SKILLS AND QUALIFICATIONS

- Post secondary education in related field
- Experience managing and implementing database systems
- Experience optimizing and maintaining legacy database systems
- In-depth understanding of data management
- Understanding of web-based technologies and browsers as well as experience with SQL, HTML and website content management platforms (ex. WordPress)
- Excellent analytical skills
- Proficiency in Microsoft Office Suite
- Strong communication skills; written and verbal
- Strong attention to detail and organizational skills
- Passion for learning new technologies and growing your skill set
- Not-for-Profit/Association experience an asset
- French (written and read) an asset

WORKING CONDITIONS

- Some travel and overtime may be required.