

Position Description:

Member and Data Support

Job title	Member and Data Support
Reports to	Research and Evaluation Coordinator
Salary Range	\$35,000 to \$50,000

Job purpose

The Member and Data Support position oversees a helpdesk and provides direct support to ACWS members in meeting their needs with respect to data entry and reporting. This position also provides organizational support for ACWS operations including information management, member updates for ACWS databases, survey construction, generalized project support, and meeting support (virtual and in-person).

Duties and responsibilities

This position requires an individual who enjoys working with people and can work as part of a team, collaborate with colleagues, and promote a positive team climate. Duties and responsibilities include:

Member Support

Examples of key related activities include:

- Responding to calls and email inquiries from domestic violence shelter staff who use databases;
- Orientation sessions for new staff or users to support data entry requirements and reporting processes;
- Preparing and providing training to shelter staff in how to maximize use of the database;
- Troubleshooting and providing technical support to assist individual shelters with technical issues related to their use of the database;
- Liaise with database developers and vendors to address database needs and concerns;
- Support ACWS delegated staff in addressing database customization needs that are identified; and
- Facilitating member organizations' use of web-based learning tools and other digital tools.

Information Governance Support

Examples of key related activities include:

- Managing and updating online member profiles and information;
- Assisting member organizations to provide shelter information updates needed to support member/ACWS goals;
- Assisting member organizations to complete the membership renewal process;
- Promoting and maintaining a single source of truth across CRM databases and ensuring data entry standards are maintained; and

- Assisting member organizations in accessing and using member intranet sites.

Data Analysis and Reporting

Examples of key related activities include:

- Data cleaning and validation;
- Identifying gaps in data being entered into the shelter databases;
- Creating surveys using online platforms;
- Extracting reports and data from databases, surveys, and web-based platforms;
- Supporting the identification of trends in the data;
- Providing basic assistance to member organizations on how to gather data, analyze data and report on these;
- Other shelter-specific data analysis and reporting needs; and
- Provide basic assistance to member organizations to understand service use and outcome reporting requirements of funders.

Other Duties

As a member of the ACWS support team, this position will also provide:

- Day to day administrative support services as assigned (e.g., telephone back-up support, meeting planning and support, project reporting and record keeping, creating documents, presentations, and reports).
- Code and file material according to established procedures.
- Back-up electronic files using proper procedures.
- Privacy protection and standards are utilized and understood, ensuring that all document management activities, whether digital or hard copy, comply with privacy policies, standards and procedures.
- Works collaboratively with other ACWS staff, including support roles, in ensuring overall cleanliness and functioning of the ACWS office.
- Backup to other support staff: This position will serve as backup to other ACWS support roles as required, particularly bookkeeping functions, and will be called in to support various tasks normally under the purview of other support staff, as required.
- Other duties as assigned.

Qualifications

The successful candidate will have a relevant Certification (i.e., Database Administration, Data Analysis and Reporting) or information governance (i.e., Library and Information Studies, Information Management), along with 2-3 years' experience working with databases in a professional environment. A combination of education and professional experience will be considered.

Core Competencies

- Be skilled in the use of databases, with a strong knowledge of database architecture.
- Strong organizational skills with excellent attention to detail.
- Knowledgeable in role-based permission management.
- Strong knowledge of the ethical considerations around data collection, privacy, and data protection.
- Adept in Microsoft 365 with advanced knowledge of Excel.
- Familiarity with web-based platforms, including learning management systems.
- Understanding of feminist data analysis and race-based data analysis.
- Have experience designing electronic surveys (i.e. Survey Monkey, Fluid Survey or Microsoft Forms) and pulling survey reports.
- Have strong problem-solving, interpersonal, and communication skills.
- Enjoy contributing to the success of a team and projects deliverables.
- Enjoy variety in their work tasks and responsibilities.
- Value the mission of ACWS.
- Value contributing to the organization's well-being.
- Exercise discretion and maintain confidentiality.

Working conditions

The Member and Data Support position will work primarily from the ACWS office in Edmonton, Alberta. Hours of work are 7.5 hours per day, Monday to Friday, during regular office hours (8:30 - 4:30).

ACWS is a public-facing organization and there is the potential to receive calls where individuals are in crisis or seeking support/resources. Comfort and competence in responding to these calls is required.

Physical requirements

This position requires spending significant periods of time working at a computer and talking on the telephone. All applicants are required to be fully vaccinated for Covid 19.

Direct reports

This position has no direct reports.