



Internal/External Employment Opportunity

Data Administrator, Employment Programs, Vancouver location

Why you should apply with us:

At [MOSAIC](#), we take pride in having a supportive, diverse, and inclusive workplace where employees can trust that their ideas and contributions are valued. We have been recognized in the [2020 list of Best Workplaces Managed by Women](#) and the [2021 list of Best Workplaces™ \(100-999 employees\)](#) by the Great Place to Work® Institute. We are one of Canada's largest settlement organizations with 45 years of experience engaging 350 staff and more than 600 volunteers. Our employees benefit from incorporating many diverse perspectives, taking part in training and career growth opportunities. Come join a vibrant organization and make a difference in someone's life today!

Join our team!

MOSAIC is seeking an individual with technical, problem-solving, and analytical skills to join our team as Data Administrator! This position will work out of the Vancouver Home Office location.

POSITION:

Data Administrator

DEPARTMENT:

Employment, Language, & Social Enterprise

ABOUT THE POSITION:

The Data Administrator assists with maintaining and improving the performance, integrity, and security of data management systems. This position assists in database performance tuning, problem solving, prepares technical information, and database management, and ensures effective and efficient response to day-to-day operational data management.

KEY RESPONSIBILITIES:

- Identify trends utilizing real data and compile analysis reports and presentations as requested by the Manager or Senior Manager
- Determine and document user requirements for business processes; ensure the users' list of databases is up-to-date and maintaining data privacy and security in accordance with MOSAIC's policies and procedures and the applicable laws/regulations
- Process requests from users (e.g., creating usernames and passwords, providing access to staff, deactivating accounts, controlling access permissions and privileges) and other inquiries in a timely manner while ensuring the safety, security, integrity, and consistency of information.
- Provide recommendations for system, operational procedures, and process improvements to the manager or senior manager



- Set up and monitor information flow within CRM and other business-critical systems
- Troubleshoot technical issues reported by users and communicate with database system Administrators to resolve
- Train new staff at different MOSAIC sites on the use of databases or system updates; (i.e., correct data-entry and internal processes)
- Work with teams to reduce the 'not set' data and follow-up on data entry mistakes and issues including cleaning up incomplete data
- Communicate updates and system issues to users and system administrators to ensure database integrity, performance, and security
- Provide support in monitoring data inputs and outputs ensuring on-time entry of reporting requirements to meet funder and organizational requirements
- Update monthly financial data to enable financial analysis and business forecasting by Management
- Compile and capture quality assurance data for organizational benchmarking
- Assist in creating processes and forms for department/program business processes

MINIMUM QUALIFICATIONS:

- A post-secondary degree, certificate, or diploma in a relevant field (database management, analytics, or Customer Relationship Management) or completion of course work in related fields, or one or more years of demonstrated experience and knowledge in:
 - Understanding of the importance of database integrity
 - security & privacy laws
 - Business Analysis
 - Customer Relationship Management
 - Working with immigrant populations and people from diverse backgrounds
- Current and satisfactory Criminal Record Check required

DESIRED SKILLS AND QUALIFICATIONS:

- Excellent technical and analytical skills
- Experience managing Customer Relationship Management systems
- Some Project Management experience
- Ability to manage large volumes of data
- Experience dealing with office and administrative procedures and handling a variety of inquiries
- Excellent multi-tasking, problem-solving, and organizational skills
- Ability to meet deadlines
- Excellent interpersonal and written communication skills
- Ability to work independently and in a team environment
- Tactful, discreet, diplomatic, patient, flexible and possesses cultural sensitivity and excellent judgment in decision-making
- Proficiency in Microsoft Office 365, Teams, spreadsheets, database software applications, and the ability to operate standard office equipment

BONUS SKILLS/CERTIFICATIONS:

- Experience delivering one-on-one and group training
- Experience working in a non-profit, community-based organization



HOURS:

Full-time (35 hrs per week)

STARTING PAY:

Annual salary commensurate with the level of experience and qualifications

We offer a competitive benefits package with contracts of at least one year in length, offering a minimum of 17.5 hours of work per week.

HOW TO APPLY:

Please apply via email. In the subject line of your email, please type:

“Your Name – Data Administrator, Employment Programs, Vancouver”

Please submit a cover letter and resume in PDF/Word format.

Address your cover letter to:

Hiring Team – Employment Programs

5575 Boundary Road

Vancouver, BC V5R 2P9

Email both the cover letter and resume to employmentprograms@mosaicbc.org.

We thank all applicants for their interest. However, only applicants considered for an interview will be contacted. Before applying, you must legally be permitted to work in Canada through citizenship or permanent resident status. If you have a work permit, please ensure that it allows you to work for the duration of the position.

DEADLINE TO APPLY:

Ongoing until filled

POSTING DATE:

Original posting date: April 7, 2021

Updated position re-post: April 16, 2021



MOSAIC is committed to promoting equal employment opportunities for all members of the community

