Manager, Data and Business Analytics

The Mathematical Association of America is the world's largest community of mathematicians, students, and enthusiasts. We further the understanding of our world through mathematics because mathematics drives society and shapes our lives. Our mission at the MAA is to advance the understanding of mathematics and its impact on our world and we do so through our values of Community, Inclusivity, Communication, and Teaching and Learning.

Working at the MAA means that you will be joining a dynamic and dedicated team where your contributions will be encouraged and appreciated. We offer a full array of highly competitive benefits, and we are located in a desirable Washington, D.C. location.

Job Summary

The MAA Manager, Data and Business Analytics is responsible for ensuring the integrity and utility of MAA's Association Management Software (AMS) and the data housed therein. The incumbent will partner with staff and vendors to ensure the database effectiveness and integrity and provide data analysis and reporting to staff and member leadership to support informed decision-making. Reporting directly to the Chief Business Officer, the MAA Manager, Data and Business Analytics will be the MAA's domain expert to support ongoing and future operations, as they relate to the AMS and any other database systems the MAA uses in its business operations.

This is a new position within the MAA and one which will have high visibility. The Manager, Data and Business Analytics will spearhead the efforts to modernize our data infrastructure and use it to effectively drive our business initiatives. We are seeking a candidate who is visionary, strategic, and experienced in this domain while also being hands-on with our data and systems. We want a person who can serve as a thought partner to leadership to help understand the value of our data and to leverage its use to achieve our organizational goals and mission. In this role, you will coordinate across all departments to support the launch and maintenance of various data driven products and services while ensuring alignment with MAA's overall strategy.

Data System Management and Analysis
- Serve as the MAA subject matter expert for their AMS and other database systems.
- Responsible for implementation of strategy and tactics for data management, maintenance, and data integrity.
- Develop and document standard operating procedures for data entry and management
- Oversee accuracy of data entered or imported into the system and training appropriate staff on database protocols.
- Proactively maintain and troubleshoot AMS/database and other applications and integrations.

- Form and maintain deep understanding of MAA existing data as well as future data requirements to support business decisions.
- Develop and maintain an understanding of the existing data and future data needs as it relates to business requirements. Create queries and reports as required or requested, working with staff to ensure mutual understanding of the purpose of the report, and accurate and complete definition of data and format.
- Responsible for communication and relationship management with AMS vendor and integrated product vendors to assure proper functionality. Report and work to resolve issues and identify improvements.
- Participate in and support project management efforts involving staff, AMS vendor, consultants, and/or other vendors for AMS implementations, customizations, enhancements, and upgrades.
- With the Marketing & Communications, Development, and Membership departments, maintain the member facing web portal.
- Interface and collaborate with the Finance Team to facilitate effective information interchange between AMS database and accounting system.
- Provide end-user support and training
- Be a thought leader for improving CRM data governance, quality, and utility at the MAA by leveraging your relevant past experience and staying up to date on industry best practices and tools

Knowledge, Skills, and Abilities
- Proficiency and experience with Fonteva, SalesForce or similar association management system (AMS) or constituent relationship management (CRM).
- 4+ Years work experience in a database support position with an association.
- 3+ years working with non-profit associations' business systems (AMS, FMS, CMS, etc)
- Expertise with database management, reporting, querying, and internal control procedures.
- Excellent problem-solving skills – ability to assess an issue accurately and identify underlying causes and solutions
- Excellent writing and communication skills
- Ability to clearly document procedures that can be used for staff training or project management with vendors.
- Detail-oriented and organized.
- Strong customer service and interpersonal skills.
- Must be able to work with a staff as part of a team.
- Understanding of SalesForce systems, database structures and membership management techniques. *Preferred* Salesforce Certificate is a plus.
- Proficiency and Experience creating queries and producing reports with other database engines, tools and reporting capabilities such as INTACCT Accounting.
- Business Analysis and Project Management Experience

To apply send resume and cover letter to hr@maa.org

Equal Opportunity Employer