

Coordinator, Digital Programs

POSITION OVERVIEW:

Provide digital tool, data management, and technical task support to the director. This position is full-time and remote.

RESPONSIBILITIES:

- Complete technical tasks including managing database records, supporting program and event registration processes, and implementing data collection processes
- Provide timely status and data reports
- Create and maintain bulk records
- Facilitate web tool user adoption, support, and training
- Develop and revise documentation
- Perform and/or coordinate website and tool user testing
- Collaborate with programmatic teams to refine content for web use
- Assist in the management of digital projects

REQUIREMENTS:

- 1-3 years' experience in data or digital products management and support
- Knowledge of and experience with database management, relational databases, and reporting tools; experience with Quickbase is a plus
- Knowledge of and experience with user experience design best practices
- Working knowledge of automation processes and data integration
- Exceptional verbal and written communication skills
- Able to work autonomously in a fast-paced, dynamic environment
- Creative problem solver
- Comfortable providing technical guidance and support
- Able to exercise sound judgement and handle confidential information

SUPERVISION RECEIVED:

Incumbent will report to Director, Digital Programs. Incumbent will serve as a liaison with other HOH and U.S. Chamber of Commerce staff and programs to maximize engagement and collaboration across the organization.