**Title**  
CRM Database Coordinator

**Department**  
Education & Industry Training, Certifications & Standards

**Reports to**  
Director of Education, Certifications & Standards

**Location**  
Albany, NY or Northbrook, IL

**Hours**  
8:00 am – 4:00 pm

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**Job purpose**  
The primary objective of this position is to maintain the integrity and accuracy of the departments CRM, Sales Force. The database coordinator will be responsible for data entry, quality assurance, customization of Sales Force and alignment of data with other software utilized by the organization. The CRM database coordinator will have strong database management skills.

**Duties and Responsibilities**

- Quality Assurance of daily data
- Updating and customizing Sales Force to meet the demands of the department
- Manage data input within Sales Force
- Extract data, create reports and analyze usage patterns
- Write and explain user guidelines and best practices
- Host timely training sessions with sales/customer service
- Assist with implementation of features that are not being utilized within Sales Force
- Work with other departments in the organization to assist with database needs
- Other tasks and additional duties as requested

The above declarations are not intended to be an “all inclusive” list of duties and responsibilities of the job described, nor are they intended to be such a listing of the skills and abilities required to do the job. Rather, they are intended only to describe the general nature of the job, and are a reasonable representation of its activities.

**Qualifications**

- Must have Sales Force experience, 2+ years preferred
- Strong verbal and written communication skills
- Excellent, articulate, personable and diplomatic customer service skills
- Ability to multitask, work independently and work efficiently under deadlines
- Possess a positive team-player attitude
- Proficient in MS Office (Word, Excel, PowerPoint). Knowledge of membership database programs a plus
- Proven project coordination skills
- Possible travel

**Working conditions**

This position will require working standard business hours, sitting for extended periods of time, standing, and some minor lifting. This position may be required to attend annual trade show for a week which will consist of travel and overnight stay.

**Direct reports**

No direct reports.

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