

Free Methodist Church in Canada

Job Description



Title: Information Management Technician

Reports To: Senior Director of Finance & Operations

Direct Reports: None

Department/Area: Operations

Time Commitment: Full Time (30 hours/week)

Hourly Rate: \$21.00

Purpose Statement

The Information Management Technician is responsible for working with the Senior Director of Finance & Operations in merging databases and integrating into a CRM, as well as the creation of processes and forms to effectively manage data. With a proactive approach and excellent interpersonal skills, the incumbent strives to collaborate and integrate various ministries in order to best communicate with our 130+ churches across the country. This position is a contract position under the terms of the Canada Summer Student Jobs Program with the possibility of becoming permanent.

In addition, the incumbent will coordinate key data management projects and ensure on-time execution in line with the project roadmap.

This position will involve on-site and potentially remote work.

Responsibilities

The prioritized major responsibilities, percentage of time, key activities and standards of performance for this position are listed below (repeat as needed):

1. Information Management Technician

Overall Percentage of Time: 100%

Key Activities	Standard of Performance
Data Management	<ul style="list-style-type: none">Planning and implementation to integrate all databases. Ensure accuracy of database for FMCIC across different platforms

	<ul style="list-style-type: none"> • Collaborating with the five Database Owners. • Assist in creating reports and analytics to SDFO, NLT and department leaders upon request. • Ensure accuracy of database for FMCIC across different platforms
Contact Resource Management (CRM)	<ul style="list-style-type: none"> • Assist with the data integration into the new CRM (experience with Sales Force an asset). • Design/built necessary e-forms for data collection. • Bilingual interfaces for French Churches
Training	<ul style="list-style-type: none"> • Train staff on new data management system • Assist/Support staff with updating database/CRM and address any questions/issues

(NOTE: The above responsibilities, key activities & standards of performance will be the basis of any performance appraisals. Also, these may change and/or other duties may be assigned).

Core Competencies

The operationalized core competencies which the employee must demonstrate in order to be effective in this position are listed below:

Core Competency	Operational Competency “What does this look like on the job?”
Organization and Planning	Able to organize or schedule people or tasks; to develop realistic action plans while being sensitive to time constraints and resource availability.
Communications – Spoken and Written	Able to clearly present information through the spoken word; listen well: able to write clearly and effectively present ideas and document activities; read and interpret written information.
Initiative & Interaction	Takes initiative and is able to communicate with others in a warm and helpful manner while simultaneously building credibility and rapport.
Analytical Problem Solving	Able to use a systematic approach in solving problems through analysis of problems and

	evaluation of alternate solutions; use logic, mathematics, or other problem-solving tools in data analysis or in generating solutions.
Policy and Procedures	Able to relate to routine operations in a manner that is consistent with existing solutions to problems; conform to established policies and procedures; log work activities.

Requirements

Area	Minimum Required	Preferred
Skills	<ul style="list-style-type: none"> • Good interpersonal skills. • Efficient organizational abilities. • Strong computer competency including some troubleshooting skills. • Ability to self-manage projects as well as collaborate and work in a team. 	Knowledge of CRM, project management tools, and systems
Education	Post Secondary Student	Graduate with upgraded skills Working knowledge of Sales Force is an asset
Experience	2 years of experience in data management	3+ years of experience in a position of similar scope and responsibility
Language	Fluent in English	Fluent in English and French

Mentoring/Skills Development Plan

Adaptability	The ability to achieve or adjust goals and behaviors when expected or unexpected change occurs by planning, staying focused, persisting, and overcoming setbacks.
Collaboration	The ability to contribute and support others to achieve a common goal.
Communication	The ability to receive, understand, consider, and share information and ideas through speaking, listening, and interacting with others.

Creativity and Innovation	The ability to imagine, develop, express, encourage and apply ideas in a way that are novel, unexpected, or challenge existing methods and norms.
Digital Skills	The ability to use digital technology and tools to find, manage, apply, create, and share information and content.
Numeracy	The ability to find, understand, use, and report mathematical information presented through words, numbers, symbols and graphics.
Problem Solving	The ability to identify, analyze, propose solutions, and make decisions. Problem solving helps you address issues, monitor success, and then learn from the experience.
Technical Skills	The ability to develop capabilities that relate to the practical or mechanical side of an activity, the application of a set of technical processes and its required know-how.