

**Title:** AMS Database Manager  
**Reports to:** Vice President Operations  
**Job Type:** Full Time  
**Location:** Remote, with some travel expected for MAG events  
**Application:** For consideration, submit applications [here](#)

## Job Summary

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The Association Management System (AMS) Database Manager will be responsible for the performance, integrity, and security of the AMS for the organization. This role will be involved in the planning and implementation of the MAG AMS, testing, workflow and process documentation development and maintenance, access rights and related controls, overall security, as well as troubleshooting issues on behalf of users. This position will ensure that data remains consistent, accurate, and current across the database, is clearly defined, accessible by users in a form that suits their needs, and data recovery control (ensuring all data is retrievable in an emergency).

The AMS Database Manager requires high productivity and high responsiveness to inquiries and stakeholder needs, excellent resolution skills, and ability to self-assess shifting priorities to ensure obligations are met. This role requires the ability to communicate challenges or technical information in a non-technical manner to management and internal content/business owners and stakeholders is important.

- Self-starter with the ability to collaborate in a team environment.
- Excellent communication skills both written and verbal across both internal and external.
- Excellent time management skills and meticulous attention to detail.
- Effectively work in a fast-paced environment with frequently changing priorities, deadlines, and workloads.
- Meet established deadlines and handle multiple customer service demands from internal and external customers, within set expectations for service excellence.
- Effectively communicate and provide customer service to internal and external customers.
- Work independently to manage multiple assignments while keeping content owners informed of the progress.

## Responsibilities

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The AMS Database Manager responsibilities include, but are not limited to, managing content updating or editing for other digital projects; effectively managing updates to achieve business goals and priorities; and proficiently and succinctly ensuring updates/edits are made in adherence to documented guidelines and expertise.

- Responsible for maintaining the integrity of and performance of the membership/sponsor database (AMS).
- Create and manage database reports, visualizations, and dashboards as well as train users on reporting.
- Ensure accurate and efficient data collection and entry by auditing the staff's use of database, as well as training staff on the systems.
- Establish the needs of users and monitor user access and security.
- Identify and evaluate potential risks and make necessary recommendations.
- Analyze trends affecting the organization's operations, performance, and outcomes, and make necessary recommendations.
- Consider both back-end organization of data and front-end accessibility for end-users.

- Map out the conceptual design for workflows and related fields required to support user scenarios.
- Consider both back-end organization of data and front-end accessibility for end-users.
- Install and test upgrades and new capabilities to be implemented in the AMS.
- Maintain data standards, including adherence to data protection regulations and requirements.
- Inform end users of changes in the database and train them to utilize systems.
- Maintain knowledge and documentation of the AMS.
- When necessary, develop new data collection and tracking tools for membership, sponsors, and overall quality oversight.
- Identify discrepancies in data and advise appropriate departments on how to remedy the discrepancies.
- Develop, manage, and test backup and recovery plans.
- Ensure that storage and archiving procedures are functioning correctly.
- Carry out capacity planning exercises.
- Engage with external partners including developers and programmers to support ongoing needs.
- Deliver support, technical assistance, and training to staff around the AMS.
- Assist with other technical/systems duties as needed.

### **Skills & Qualifications**

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- Minimum of 2-4 years experience with database management required (AMS experience preferred)
- Bachelor's or Associates degree in computer science, computer software, computer systems engineering, and/or information technology preferred
- General experience/knowledge of Microsoft SQL or similar reporting tools
- Familiarity with content management systems (Sitefinity, WordPress, etc.)
- Familiarity with Learning management systems (BlueSky, Blackboard, MemberClicks, etc.)
- Familiarity with Event management systems (Cadmium, Cvent, etc.)
- Knowledge of database development language
- Knowledge in the MS Office Suite, Word, PowerPoint, and Excel
- Experience with technology platforms (Canvas by Instructure, Smartsheet, etc.)
- Proficient project management skills (Monday.com)
- Knowledge and experience with analytics platforms
- Excellent problem-solving and analytical skills
- Good communication, teamwork, and negotiation skills
- Familiarity with the main data manipulation languages and the principles of database design
- Ability to work to tight deadlines under pressure
- Good organizational skills
- Flexibility and adaptability
- Ability to create and maintain strong working relationships with colleagues and customers
- Business awareness and understanding of technical business requirements
- Interest in keeping current on new technology developments
- Understanding of legislation or regulation regarding data protections

### **MAG Employee Benefits**

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Interested candidates can view the current MAG Employee Benefits [here on our website](#)



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## About the MAG

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The Merchant Advisory Group (MAG) plays a vital role in helping merchants and the industry shape innovative approaches to payments. Providing unparalleled collaboration and networking opportunities for merchants and sponsors, the MAG collaborates with industry stakeholders and advocates for merchants' interests. The MAG represents over 150 U.S. merchants which account for over \$4.8 Trillion in annual sales at over 580,000 locations across the U.S. and online. Roughly \$3.5 Trillion of those sales and over 100 billion card payments are electronic which represents approximately 62%\* of total U.S. card volume. MAG members employ over 14 million associates.

*\*Source of Total U.S. card volumes: Federal Reserve Payments Study 2019*

The Merchant Advisory Group is an Equal Opportunity Employer. All qualified applicants will receive consideration without regard to race, color, religion, gender, sexual orientation, gender identity, national origin or ancestry, age, disability or veteran status or other protected status.

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Driving **positive change and innovation** in the payments industry that serves the merchants interest through **collaboration, education, and advocacy.**

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