



Montana Primary Care
Association

Database Coordinator

The Montana Primary Care Association (MPCA) is seeking a Database Coordinator to manage digital training platforms including Cvent, Zoom, and others. The ideal candidate has experience working with electronic platforms and databases, excellent customer service skills, a strong attention-to-detail, and enjoys working in an fast-paced, mission-driven environment. Full-time position in Helena with some remote work.

Overview: The **Mission** of the Montana Primary Care Association (MPCA) is to promote integrated primary healthcare to achieve health and well-being for Montana's most vulnerable populations. The **Vision** of MPCA is Health equity for all Montanans. The **Values** of MPCA are Collaboration, Integrity and Innovation.

Job Summary: The Database Coordinator is supervised by the Director of Training and works on MPCA's Training and Technical Assistance (TTA) team. The TTA department is responsible for coordinating administrative needs for MPCA trainings and events. This position provides excellent customer service to internal team members, MPCA member organizations, and training attendees.

Major Duties or Responsibilities: The TTA department is responsible for overseeing logistics for training and events hosted or sponsored by the Montana Primary Care Association. This position will assist in all duties of the department with specific responsibilities for managing electronic platforms (primarily Cvent and Zoom), and databases for member communications, training promotion, and record keeping.

Principal Duties:

1. Communicates daily with the Director of Training and Manage day-to-day training and event responsibilities through electronic platforms (Cvent, Zoom, Word Press, others as needed). Create and manage registrations, update event calendars, send reminder emails, share participation certificates, maintain attendance and evaluation records, and update resources on appropriate platforms
2. Provide backup technical assistance during webinars (Zoom, others as needed). Assist Director of Training and events with organizing, supporting, and staffing in-person events as needed.
3. Manage priorities from internal and external clients. Supports internal team members with excellent customer service, consistently completing event responsibilities on deadlines. Provide responsive customer service to MPCA members, training attendees, and other external stakeholders.
4. Troubleshoot issues involving event logistics and electronic platforms issues, manage competing priorities, and maintain a strong attention to detail with all work.
5. Provide training to team members on database/electronic platform use.
6. Assist Director of TA and Training with reports as directed. Perform related responsibilities as required.

7. Engage in state and regional partnerships as Directed by Director of Training: Region VIII PCAs, NWRPCA, NACHC, and other entities as appropriate in the areas of training/technical assistance, data, and other areas as deemed necessary.

Qualifications:

1. Bachelor's degree or equivalent work experience in appropriate field required.
2. Prior experience with or ability to learn database management, website design, and basic design. This position utilizes the following electronic platforms and databases: Cvent, Zoom, Word Press, BeeFree, Microsoft Office including Word, Excel, Access, PowerPoint, Outlook, and SharePoint. Experience working with databases is a plus, demonstrated ability to work with and learn new platforms is required.
3. Proven experience and Ability to work with customer/client groups and/or experience in membership organizations.
4. Proven experience and Ability to work as a team member and work effectively with diverse people.
5. Demonstrated awareness of, and value for, cultural competence.
6. Fluency in written and spoken English.
7. Ability to travel.
8. Physical ability to stoop, kneel, bend, use a computer, and perform light lifting.

Compensation:

This is a full-time position in Helena, MT with some remote work. This position \$27/hour and includes a probationary period of 6 months. MPCA provides a competitive benefit package including vacation, healthcare, and retirement.

MPCA is an equal opportunity employer.

To Apply:

Please submit a resume and letter of interest to Emily Samhammer - esamhammer@mtpca.org

This position is open until filled.