



Database Coordinator

Company Background

I-Behavior Inc., a fast paced, growing database marketing services company with offices located in Harrison, NY and Louisville, CO, has a great opportunity for a **Database Coordinator** in our Colorado office. I-Behavior is now a KBM Group company and part of the [WPP organization](http://www.i-behavior.com). (www.i-behavior.com)

Position

As Database Coordinator for the I-Behavior Co-op database, you will be involved in the front-end of the database update process. The primary functions are to coordinate and fully support the client input data stream which includes the new client and account setup, importing and retrieving data files, logging information into the Tape and File logging system, setting up FTP accounts, troubleshooting data transmissions, converting , QC, and application of all client data and the categorization of such data. Internally, this position plays a major role in I-Behavior's extensive quality assurance procedures. Externally, this position is the first contact other than the Sales team from a client's point of view; therefore you must maintain a professional attitude all the time.

Essential Duties and Responsibilities

- Work with the programming team, file receipt coordinator, and sales teams to assure proper conversion of data files.
- Quality assurance relating to readability and quantities of records received.
- Extensive Quality assurance and report validation of converted data files.
- Support over flow work for inbound data receipt as well as others areas as needed.
- Identify and catalogue inbound data files.
- Update the file receipt database.
- Maintain master Co-op member list, and related suppression lists and special requests.
- Work with the business development team to setup new member list codes through CRM.
- Contact clients to coordinate file shipments and work through data formats and conversion specific requirements.
- Resolve related issues before and after receipt of data in a professional manner.
- Liaison between clients and the technical team for contingencies and ad hoc requests.

Specific Duties include:

- Works closely with the new business development team regarding new clients' data to determine the best way to convert, warehouse, and model data.
- Categorize incoming item level information from members to apply I-Behavior product classification and coding structures.
- QC and approve the application of data to the cooperative for a set account load.
- Compiles all necessary information for conversions and turns it over to the programmer. This includes layouts, decodes, dumps, and match instruction (as multiple tables are frequently received).
- Maintains the competitive blocking list and standalone suppression list.
- Creates member/list codes for new members and any company listed in competitive blocking.
- Conduct initial data calls with new clients to work through data questions and conversion requirements.

Skills needed

- Ability to work in highly dynamic changing environment
- Have excellent interpersonal, communications, and customer service skills
- Type 60+ words per minute
- PC proficient in Microsoft Outlook, Word, Excel, Access, and PowerPoint
- Prioritize tasks and manage time to meet deadlines
- Manage multiple tasks and high volume workload
- Receive work direction from multiple people
- Detail oriented relating to data entry, problem solving, and information/process analysis
- Previous Linux experience a plus

Employee Benefit Package

We offer a competitive compensation and benefits package.

To Apply

Please send resume with salary requirements to: resumes@i-behavior.com, list job code **DBC112** in subject line. (please no phone calls)