



## City of Baltimore Development Corporation (BDC)

**Position Title: Database Assistant**

**Report to: Managing Director**

**Team: Strategy, Research and Analytics**

### Open Until Filled

The Baltimore Development Corporation (BDC) is the economic development agency for the City of Baltimore. Our mission is to grow the city's economy in an inclusive manner by retaining, expanding, and attracting businesses and promoting investment, thereby increasing career opportunities for residents.

### Strategy, Research and Analytics Team's Objectives

- Provide current and relevant data for BDC to communicate Baltimore's economic strengths and opportunities.
- Inform strategy by improving BDC's internal data utilization.
- Track and report on Baltimore's equitable economic growth and recovery, in collaboration with key stakeholders.
- Collaborate with Baltimore City agencies to improve cohesion and quality of commercial real estate and business data.

### General Description of Work:

The Database Assistant will be responsible for the day-to-day configuration, support, maintenance, and improvement of our database. Working closely with business development, marketing, finance and operations staff, the administrator will identify, develop, and deploy new business processes.

The Database Assistant will support the company's requirements in collecting, analyzing, and reporting on a variety of data needs to support the City's economic development program and redevelopment activities which are focused on investment and business retention, expansion and attraction.

**Essential Job Functions/ Duties:** Job duties are subject to change as directed by management. Perform additional database-related duties as requested/ required

### Database Management

- Build forms, workflows and reports in BDC's CRM database to meet organizational needs
- Seek out ways to use BDC's CRM database to improve processes and productivity, and make recommendations that support business objectives
- Meet with internal stakeholders to determine business, functional and technical requirements and participate in application design, configuration, testing and deployment
- Manage user maintenance, modification of page layouts, generation of reports and dashboards, creation of new fields and other tasks
- Identify, install, and maintain appropriate apps for lead tracking, project management, and more

- Creates custom views to display information in a directory format, using tools to create external-facing data views
- Establish and promote design guidelines, best practices, and standards
- Troubleshoot and resolve performance or connectivity issues
- Maintain database documentation as required

### **Maintain Data Systems**

- Assist with organizational Sharepoint system
- Serve as a cross functional thought partner and works with team leads to solve organizational challenges while ensuring data integrity
- Manage integrations between BDC CRM database and other applications (Airtable, Microsoft 365) and ensures fields are mapped appropriately

### **Support**

- Train new users and grow the CRM database skill set across the organization
- Work with end-users to ensure that applications meet their needs and keep pace with changes in program operations, policies, and/or procedures

### **Background and Experience**

- Have an IT, computer science, or database management background. Minimum two years of experience as a database assistant preferred
- Familiarity with coding
- Strong understanding of best practices and functionality of Sharepoint and database management preferred
- A documented history of successful project completion
- A demonstrated ability to understand and articulate complex processes
- Excellent problem-solving and analytical skills
- Effective communication, teamwork, and negotiation skills
- Good organizational skills
- Flexibility and adaptability
- Excellent business relationship and user support skills

**Additional requirements:** This is a salaried, benefited, at-will position, and work is performed as required to complete assigned projects, and may require extended hours beyond a conventional workweek.

Baltimore City residency is encouraged for this position.

**Salary and Benefits:** Salary range \$50,000 - \$55,000 and will be commensurate with experience and qualifications. BDC also offers a full package of benefits including: paid sick, personal and vacation leave; subsidized medical/dental with Health Savings Account; 403(b) retirement with employer matching; parking/transit subsidy; mobile phone reimbursement; and other benefits.

**Application and selection process:** Candidates should submit a cover letter and a resume via email to Nancy Jordan-Howard [nhoward@baltimoredevelopment.com](mailto:nhoward@baltimoredevelopment.com). In the subject line of the email indicate "Data and Analytics."

Or visit our website at <http://baltimoredevelopment.com/>

BDC is an Equal Opportunity Employer committed to a more equitable economy through employment, supporting minority and women-owned businesses and promoting investment in neighborhoods that have been negatively impacted by institutional racism and/or generational poverty. We develop strategies and facilitate collaboration among our partners to intentionally create an inclusive and equitable economy.

BDC does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations.