



DATA AND SYSTEMS SUPPORT SPECIALIST (CONTRACT)

The national nonprofit American Craft Council is seeking an enthusiastic and organized person for our data and systems support specialist role. The individual in this contract position will work with our marketplace team to facilitate use of data to produce our in-person marketplace events as well as our online artist directory. This position will act as liaison between the marketplace operations team and IT manager. Take this opportunity to use your data management and systems skills to help create opportunities for craft artists across the country to gain visibility and sell their work.

RESPONSIBILITIES AND DUTIES

- Work with marketplace team to facilitate use of data
- Learning and supporting all marketplace systems and integrations
 - Artist Resource Center (custom application built on Bubble)
 - Airtable
 - Jotform
 - Zapier
 - Salesforce
 - Google Workspace
 - Stripe
 - Shopify
- Learning and supporting all box office point-of-sale systems for advance online registration and in-person events
- Learning and supporting artist application and jurying systems
- General IT support for in-person events

ESSENTIAL EXPERIENCE, SKILLS, AND COMPETENCIES

The ideal candidate should have:

- Demonstrated technical computer skills; advanced competency with spreadsheet applications (Microsoft Excel, Google Sheets, Airtable)
- Demonstrated ability to manage databases for routine operations
- Experience with end-user training and support
- Demonstrated ability to learn new systems and effectively support users who implement them
- A detail-oriented mindset in regards to data quality and integrity and be able to regularly verify data quality and completeness
- Strong analytical and problem-solving skills

- Excellent communication and report-writing skills
- In-depth knowledge of data retrieval and storage systems
- Ability to develop, review, and maintain policies and procedures related to database usage, security, and confidentiality issues and operation of database
- Experience administering the Salesforce platform and Salesforce Nonprofit Success Pack (certified Salesforce Administrator preferred)
- Experience building system integrations and workflow automations (Zapier experience preferred)

ABOUT THE AMERICAN CRAFT COUNCIL

ACC is a national nonprofit working to keep the craft community connected, inspired, and thriving. Our founder, Aileen Osborn Webb, recognized the significant impact craft has on individuals and communities and established a nonprofit to preserve, cultivate, and celebrate this communal heritage. Eighty years later, our efforts span the nation. We share stories and amplify voices through *American Craft* magazine and other online content, create marketplace events that support artists and connect people to craft, and celebrate craft's legacy through longstanding awards and a unique research library. A range of other programs create space for dialogue and action—because craft can bring us together as people. Learn more at craftcouncil.org.

TO APPLY

If this position sounds like a great fit, we want to hear from you! Please send your cover letter and resume to employment@craftcouncil.org with the subject heading of “Data and Systems Support Specialist.”

Applications will be considered on a rolling basis beginning March 15, 2022.

REPORTS TO: Marketplace Director

CONTRACT TERMS:

- Through end of October 2022, with potential to extend
- Temporary contract: \$37.50/hour on contract, 20-hours-per-week minimum
- Travel to marketplace events is required and will be paid for by the organization

ACC is an equal-opportunity employer and does not discriminate against any employee or applicant on the basis of age, color, disability, gender, national origin, race, religion, sexual orientation, gender identity, veteran status, or any classification protected by federal, state, or local law. We value diversity, inclusiveness, and equity and welcome candidates from all walks of life. Read more about [ACC's commitment to inclusion and equity](#).