AMS Administrator/Analyst
POSITION DESCRIPTION

At Auto Care, our members are our life's blood, and data is critical to our business operations and growth. The AMS Administrator/Analyst works closely with all divisions within the company to drive our strategy designed to ensure quality data and continually improved member experience.

The AMS Administrator/Analyst will be responsible for the customization and optimization of the association's use of the Impexium Association Management System. This position plays a key role for the ongoing support of business operations through troubleshooting and iterative improvements to the AMS platform, data analysis and visualization, and identification and implementation of new AMS capabilities and integration points in support of the association's digital transformation efforts.

The AMS Administrator/Analyst manages all technical aspects of Auto Care's Impexium Enterprise AMS including troubleshooting, testing, user training, data management, and documentation.

Reporting to the IT Director, this position will be responsible for:

Essential Duties & Responsibilities:
- Managing and maintaining the AMS and serving as the association's Impexium point of contact.
- Working with stakeholders to understand their business processes and requirements, and design and implement solutions to meet their needs.
- Providing end user support and proactively troubleshooting and resolving issues with the Impexium AMS and system integrations, escalating to AMS vendor as needed.
- Creating and maintaining documentation for customizations and systems management processes and policies.
- Providing formal and informal AMS training to staff.
- Serving as the association's member data steward and custodian and presiding over data governance initiatives, working cross-functionally to develop and manage procedural adherence and business continuity.
- Developing and managing quality control and quality assurance processes for all member database initiatives.
- Conducting and creating AMS data analysis, visualization, dashboards, and reporting across multiple teams in the association.
- Monitor and report on key performance indicators (KPIs) related to member engagement, retention, and revenue growth.
- Recommending emerging database technologies and best practices and staying up to date with industry trends.
- Supporting integrations with the association's Sitefinity CMS and ecommerce experience and demonstrating strong understanding of APIs and AMS integrations.

Required Skills, Experience, and Qualifications
- Bachelor's degree in computer science, information technology or related field, or equivalent practical experience
- 3 or more years experience with AMS or CRM systems with a focus on customizing systems or API-based integrations among systems. Association experience preferred.
- Knowledge of database structure and design. Basic SQL skills a plus.
- Strong analytical and problem-solving skills with ability to assess issues accurately and identify root causes and solutions and measure performance outcomes
- Familiarity with low-code/no-code automation tools like Power Automate
- Strong data analysis and visualization skills (Microsoft Excel and Power BI preferred)
- Excellent interpersonal, collaboration, and communication skills
- Project management experience desired, with the ability to manage multiple projects simultaneously
- Ability to work autonomously with minimal supervision to prioritize and meet or beat deadlines with a high level of attention to detail and accuracy.

The Auto Care Association is the voice for the auto care industry—a coast-to-coast network of 500,000 independent manufacturers, distributors, parts stores and repair shops offering quality, choice and innovation for drivers. The Auto Care Association keeps its members ahead of the curve so they can continue to serve every kind of vehicle on the road today—providing parts and services designed to make vehicles last longer, perform better and keep drivers safer.

At Auto Care Association, we recognize and appreciate the importance of creating an environment in which all employees feel valued, included, and empowered to do their best work and bring great ideas to the table. We recognize that each employee's unique experiences, perspectives, and viewpoints add value to our ability to create and deliver the best possible service, technical assistance, and research to members and partners.

Diversity, equity, and inclusion (DEI) for us represent both a business necessity and a core belief. These concepts represent a fundamental value and code of behavior that impact our daily interactions and decisions. DEI is the result of respecting, valuing, and caring about others and the lives we touch through member engagement, our products, messaging, and operations.

Auto Care Association is committed to providing an inclusive and welcoming environment for all members of our staff and does not and shall not discriminate on the basis of race, color, religion, gender, gender expression, age, national origin, disability, marital status, sexual orientation, or military status, in any of our activities or operations.

If you are a dynamic professional with shared beliefs and the above qualifications, we would like to hear from you. Please send your resume and cover letter to: Lea Diamond, Senior Director of People Operations, Auto Care Association, at autocarejobs@autocare.org.