Senior CRM Database Analyst (Individual Contractor, Part-time)

Office of the United Nations High Commissioner for Refugees (UNHCR) is recruiting a Senior CRM Database Analyst. The incumbent’s role is to support various data initiatives on task basis with irregular timeline for each specific task fulfilment needed, including data mining, analysis, modelling and business intelligence reporting solutions, as well as income reconciliation for five (5) months tentatively.

Requirements and experience:

- Completion of the Secondary Education with post-secondary certificate/training in Business Administration, Marketing, Computer Science, Information Management, Statistics or a related field, tertiary qualification is desirable
- Minimum 2 years of previous job experience relevant to the function
- Experience building models in spreadsheets. Comfortable writing formulas and VBA in Excel
- Experience extracting data for marketing campaigns with a sound knowledge of direct marketing principles and how best to utilise data for optimal campaign outcomes
- Strong project management skills to deliver multiple projects on time and work autonomously in a high-pressure, deadline driven environment
- Excellent stakeholder management skills. Excellent communication and customer service skills with the ability to convert a descriptive brief into a business intelligence/analytical solution
- An advanced understanding of how data is used for communication purposes, the process and the governing regulations / best practice guidelines.
- A high level of experience in moving data between programs, manipulating data and analysing large data sets
- Hands on experience in querying and extracting data across multiple, disparate and complex relational databases
- A comprehensive appreciation of data issues and their solutions, particularly de-duplication and the importance of maintaining clean data
- Sound database knowledge e.g. SQL, and intermediate to strong SQL skills
- Strong attention to detail and the ability to quality check work and review processes
- Excellent analytical and problem-solving skills
- Excellent written and verbal communication skills
- Experience working with a relational database, ideally Salesforce or similar platforms is a great advantage
- Previous employment in non-profit sector or in marketing is desirable

Responsibilities:

- Create monthly, quarterly and annual fundraising reports are reconciled with Finance before deadline. reports, analysis and post campaign reports are produced after each campaign to analyse the results.
- global data analysis projects including LTV review, Propensity Modeling, Peer Review, GDII are supported in timely manner.
- written analysis, reporting, and research findings are presented to fundraisers and management regularly.
Closing date: **29 July 2021**

Applicants who wish to be considered for this vacancy should send their
- signed Personal History Form (available at [https://www.unhcr.org/hk/wp-content/uploads/sites/13/2019/03/Personal_History_Form.zip](https://www.unhcr.org/hk/wp-content/uploads/sites/13/2019/03/Personal_History_Form.zip)); and
- motivation letter

**by email only to chiho@unhcr.org.** Please ensure that they are sent with the titles “your name Personal History Form” and “your name Motivation Letter”. Please put “Individual Contractor - Senior CRM Database Analyst” in the email subject line.

**Only shortlisted candidates will be notified and invited for the interview.**