

**Position:** Data and Website Coordinator

**Department:** Communications

**Reports to:** Senior Director, Communications

**Supervises:** N/A

**Classification:** Part-Time Non-Exempt (20 hrs/week), Monday-Friday

**Compensation:** \$32.22 per hour (\$48.83 per hour OT) IAFN is committed to paying competitive wages and upholding equality in its compensation practices. Due to the ways in which salary negotiations can perpetuate inequalities, IAFN as a practice does not participate in a salary negotiation process for any candidate. We will make our best offer, and it will be the same regardless of the candidate

**Location:** Remote (must be located within the United States; Eastern or Central time zones preferred)

**Deadline to Apply and Application Instructions:**

All applications are **due by Thursday, April 10, no later than 8 a.m. Eastern**. Applicants who submit after the deadline will not be considered. Candidates interested in this position are required to submit a resume and cover letter which will be captured through the submission of this [questionnaire form](#). The cover letter should be no more than 500 words and should address what drove you to apply for this position. Please review [the questionnaire](#) in advance of the submission deadline to ensure that you are prepared to respond to all of the prompts. Due to the high volume of applicants, candidates will be contacted only if they are selected to advance in the hiring process. If you have any questions about the application process, please contact [dkirby@forensicnurses.org](mailto:dkirby@forensicnurses.org).

**Position Overview**

The Data and Website Coordinator (DWC) provides back-end platform management and support to staff, members, and other users experiencing technical challenges with access to the IAFN websites, association management system and integrated platforms. As one of the first points of contact for members and other users experiencing challenges, the DWC provides responsive, exceptional customer service to members and others in a fast-paced environment. In addition to the member-facing website, the DWC provides backend support for the association management system, including managing data and resolving technical issues. The DWC is responsible for updating content on members-only and public websites. The DWC will provide additional support across the communications team, as needed.

The ideal candidate is highly organized, detail-oriented and thrives on a busy team. Task and time management are critical for this position, so we are seeking someone who is adept at juggling multiple tasks with varied deadlines. This position includes providing technical support to internal and external stakeholders with highly varied levels of technical proficiency, so a high level of patience along with the ability to tailor your communication depending on the audience will also be critical skills required to be successful in this role. If you meet the technical and support skills and love troubleshooting issues as they arise, this could be the role for you!

**Primary Responsibilities**

**Member/customer support (40%)**

- Support the Data and Website Senior Manager to respond to members' technical support emails, forms and phone requests in a timely manner to provide support for password resets, recovering accounts, member applications, event registration, payments and profile updates.

**Data and association management system support (30%)**

- Troubleshoot technical issues with the association management system, including merging records, being responsive to bugs, system glitches, and other challenges as they arise.
- Assist IAFN staff in retrieving data from the association management system to meet their programmatic needs.
- Support the Data and Website Senior Manager, as needed, with day-to-day management of the association management system.

**Website management (20%)**

- Design new web pages, modify existing content, and troubleshoot site issues.
- Embed forms/apps from other systems.
- Support members and staff in general maintenance of member and public websites.
- Respond to time-sensitive requests from IAFN staff to make edits and updates to both the member and public websites.
- Support search engine optimization on websites.

**Other Duties (10%)**

- Attend necessary training as required.
- Work collaboratively with other IAFN staff, as necessary.
- Provide other support, as needed, to department members.
- Meet regularly (or as requested) with supervisors and seek approvals, when necessary.
- Serve on internal and/or external committees, advisory groups, roundtables, task forces, etc. to represent IAFN, as needed.
- Other duties as assigned.

**Please Note:** The above job description contains the primary responsibilities and duties of this position. However, in an ever-evolving organization such as IAFN, staff members are expected to show flexibility in their approach to work and be willing to undertake other tasks and travel that are reasonably allocated to them, but which are not part of their regular job description.

**Required Travel**

This position requires minimal travel to support project deliverables and organizational needs, including required travel to IAFN's annual staff retreat. This position requires 5% travel on average, depending on a number of variables.

**Required Experience and Core Competencies**

- A minimum of three years of professional work experience working in a technical capacity.

- A minimum of three years of experience providing exceptional customer support in a remote environment
- Strong preference for someone who has experience providing technical support to users with varying comfort levels with technology
- Experience working in basic CSS & HTML as well as Elementor. Must have the ability to create/update website pages using basic HTML and Elementor without supervision.
- Experience managing CMS. Must have experience managing WordPress, including managing content such as pages, posts, and files.
- Demonstrate professionalism and common knowledge of workplace etiquette.
- Highly organized with the ability to respond to shifting priorities under deadlines; holds a high bar, even when things are hectic.

Some candidates may see a long list of job requirements and feel discouraged because they don't match every single bullet point – we suggest, please apply anyway. We don't believe in a "perfect" candidate, so if you believe this is a role that you'll be excited to work in every day and you are passionate about providing exceptional support to forensic nurses please apply.

We strongly encourage survivors of violence, women, people living with a disability and people who identify as a part of BIPOC, LGBTQIA+, gender non-conforming, immigrant and other underrepresented and/or institutionally oppressed communities to apply. All hiring decisions will be made based on merit and qualifications for the position in question.

IAFN is an equal opportunity employer. IAFN prohibits discrimination and harassment of any type and affords equal employment opportunities to employees and applicants without regard to race, color, religion, sex, national origin, age, disability, genetic information, or any other characteristic protected by applicable law.