



Juice Box is growing! Data Success Associate

Seeking enthusiastic, detail-oriented, data-driven person to join our team. The candidate will work with the Juice Box team to support the development and implementation of client dashboards and reports utilizing the **dash.** by JUICE BOX | direct business intelligence platform. This is a client-facing role, so multi-tasking and follow through skills are key! If you love data (who doesn't!), believe the devil's in the details and have strong analytical and critical thinking skills, we would love to hear from you!

This is a contracted role. Flexibility in location for this role may be offered on a part time basis, but requires working from our office in San Rafael at least several days a week. 25+ hours per week to start, with opportunity to grow to full time.

A SAMPLING OF THE EXCITING, ESSENTIAL DUTIES INCLUDE:

- Support client onboarding with the gathering of reporting requirements.
- Translate client reporting requests for developers; engage with source data providers and platforms as required to clarify requirements.
- Interact with designers in the set-up and configuration of new client dashboards and reports.
- Assist with testing and quality assurance of dashboards and report detailed findings to technology team for adjustment as necessary.
- Report client-driven design or data reliability inquiries to the technology teams and work to resolve issues, including clarifying client findings, expediting correction & follow up.
- Document design & development tasks and procedures as needed.
- Provide client support and service as required.
- Other tasks and projects as requested.

EXPERIENCE & FAMILIARITY WITH THE FOLLOWING HIGHLY DESIRED:

- Reporting, data visualization and/or dashboard development systems and methodologies
- Wine Industry POS, Ecom and other service providers (e.g. Wine Direct, eCellar, Commerce7)
- Support ticketing system (e.g. Redmine, Zendesk)
- Email service provider tools (e.g. Vertical Response, MailChimp)
- Excel, Powerpoint, Outlook, Word
- Google Analytics, Google Docs, Google Sheets, etc.
- Document and file management tools (e.g. Dropbox, Box)

TO APPLY: Email cover letter and resume to kristi@juiceboxdirect.com.