# Job details

At Harmony Notes Music, the customer service manager will direct our merry band of customer service representatives and inspire positive change within the company. We want to become the standard for professional service in the music industry. From providing instruments to instruction, we help customers bring music to the world. We need someone who is crazy about music, knowledgeable in the customer service ﬁeld, and experienced in team management.

# About the company

Buy-This-Not-That is a high-tech marketing company established in 2010 and headquartered in beautiful Honolulu, Hawaii. We’re leveraging cutting-edge technology to maintain our position as a market-leading provider of programmatic media buying and media buying platforms.

Both our technology and consulting expertise unite to give us our competitive advantage. If you want to be an industry leader and pioneer in innovative marketing IT, we’re the company for you!

# Role

*You’ll need equal aptitude and enthusiasm in executing the following:*

* Analyze and understand business functions/processes and associated data that enable clients’ business
* Understand database designs (logical/physical) that support complex business processes and related applications
* Use SQL to query and navigate multiple data domains; use complex joins, sub-queries, and analytical functions to generate clean, comprehensive, and relevant datasets
* Collaborate with project teams, data analysts, and technical/database leads to give insights and resolve data issues to make better business decisions and improve data processing
* Work directly with client executives and technical management to analyze big data relevant to business and facilitate decision-making to drive successful business outcomes

# Beneﬁts

*We have competitive compensation plans, including insurance, 401(k), option plan, and unlimited vacation policy:*

* Job type: Full-time
* Salary: $96,500 to $128,500 per year
* Additional compensation: Bonuses
* Other: Dental insurance, vision insurance, retirement plan

# Qualiﬁcations

*Besides your love for getting details right and communicating well, we’d like to see:*

* Bachelor's degree (math, science, computer science)
* 5+ years of data analysis or data science
* Expertise in Google and Adobe Analytics, SQL, and Tableau
* Experience handling reporting packages like Business Objects, programming (JavaScript, XML, or ETL frameworks), and databases (SQL, Oracle)
* Proﬁciency in statistics and statistical packages like Excel, SPSS, and SAS
* Experience managing engineers, designers, and line staff (*preferred*)
* Associate Certiﬁed Analytics Professional (aCAP) (*preferred*)
* Certiﬁed Analytics Professional (*preferred*)