# DATA & REPORTING ANALYST

The Learning & Evaluation Department supports CRCD's mission of being a results-driven organization that provides high-quality programming. The Data & Reporting Analyst works under the close direction of senior personnel and has moderate understanding of four core department functions 1) data system administration, 2) data collection and monitoring, 3) data analysis and reporting, 4) data development and inquiry support. The Data & Reporting Analyst will support all programmatic departments in the organization: housing and supportive services and workforce development.

**ESSENTIAL DUTIES & RESPONSIBILITIES**
**Position roles and responsibilities include, but are not limited to:**
1. Data System Administration
2. Conduct frequent data migration, manipulation, merging of large, complex data sets from a variety of sources
3. Develop and facilitate trainings on data systems for program staff
4. Manage and maintain internal and external data systems and provide technical assistance as needed
5. Manage Helpdesk ticketing system for data requests and technical support

Data Collection and Monitoring
1. Review and validate data entry across all data systems to ensure data entry is accurate, effective, and efficient
2. Develop and manage data collection processes and validation practices and procedures
3. Support in creating and use of data monitoring tools such as dashboards, flowcharts, presentation decks

Data Analysis and Reporting
1. Produce monthly outcome and performance indicator dashboards and weekly enrollment reports
2. Support program directors with completing outcome reports including reports for funders, internal reviews, and marketing materials
3. Assist with developing data visualizations and presentations for internal and external audiences, including graphs, tables, dashboards, etc. drawing on programmatic and secondary data sources
4. Support in the implementation, administration, and analysis of various evaluation tools such as surveys, focus groups, assessments

Date Development and Inquiry Support
1. Identify and support in gathering data sources, calculating baseline, setting targets, and benchmarks aligned to grant requirements
2. Provide coaching to program staff on the understanding of data reports and progress to meet goals
3. Support programming to develop a cycle of improvement through data coaching

**MINIMUM QUALIFICATIONS**
1. 1 to 2 years' experience or education. Experience with non-profits and governmental grants a plus.
2. Strong project management skills, professional written and verbal communication, and detail oriented.
3. Ability to create, add or manipulate systems to capture/enter daily contact data
4. Understanding of designing, planning, conducting, and evaluating one or more service areas in which CRCD is engaged
5. Experience navigating data management software and merging and migrating large data sets. CalJOBS, Experience with Efforts to Outcomes (ETO), or other case management software experience highly preferred
6. Experience using data to support and drive programmatic decision-making and improvement
7. Familiarity with data visualization and presentation skills. Knowledge in using Excel or other software to develop graphs and tables for a general audience. Experience using Tableau a plus
8. Self-directed and capable of working to meet quick turnaround and deadlines independently.
9. Knowledge of and experience with Microsoft Office (Excel, Word, PowerPoint, Outlook, SharePoint)
10. Self-directed and capable of working to meet quick turnaround and deadlines independently.
11. Reliable transportation: valid driver's license and car insurance as required by law.
12. Excellent social/interpersonal skills and writing ability commensurate with the communication and reporting requirements of the position.