

DATA & REPORTING MANAGER

The Learning and Evaluation department supports CRCD's mission of being a results-driven organization that provides high-quality programming. The Database Administrator will support all programmatic departments in the organization and will be responsible for the day-to-day configuration, support, maintenance, and improvement of CRCD's internal Salesforce system.

ESSENTIAL DUTIES & RESPONSIBILITIES

Position roles and responsibilities include, but are not limited to:

- Manage user accounts, creating and deactivating users as needed, and maintaining appropriate permissions structure.
- Train new users and grow the Salesforce skill set across the organization. Regularly develop, improve, and maintain Salesforce training resources.
- Diagnose and troubleshoot system issues and errors both proactively and in response to staff helpdesk tickets.
- Perform regular system maintenance including duplicates resolution, minor modifications of page layouts, and field creation and/or updates. Install, upgrade, and manage database applications as needed to maintain optimal performance. Lead archiving process to maintain complete and current participant records in the internal data system.
- Collaborate with IT team to maintain appropriate standards for system security and data backup to ensure safety of participant data and compliance with applicable grant regulations.
- Work closely with Grants Manager and Grants Administrator to ensure strong foundational data entry of all grants and programs.
- Support Data Analysts in designing, planning, and managing weekly data migration/import process.
- Support Data Analysts and Grants team in producing dashboards and other outcomes and tracking reports, as needed.

MINIMUM QUALIFICATIONS

- **1-2 years' experience or related work and/or associate's degree. Experience with governmental and nonprofit data system and reporting requirements a plus.**
- **Experience managing data management software. Experience with Salesforce Non-Profit Success Pack highly preferred.**
- **Strong written and verbal communication skills with particular emphasis on effective training delivery.**
- **Strong project management and time management skills with keen attention to detail.**
- **Self-directed and capable of working to meet quick turnaround and deadlines independently.**

CONTINUED



CHANGING LIVES &
Building Neighborhoods Responsibly

DATA & REPORTING MANAGER - CONTINUED

MINIMUM QUALIFICATIONS - CONTINUED

- **Self-directed and capable of working to meet quick turnaround and deadlines independently.**
- **Knowledge of and experience with Microsoft Office (Excel, Word, PowerPoint, Outlook, SharePoint)**
- **Reliable transportation: valid driver's license and car insurance as required by law**
- **Excellent social/interpersonal skills and writing ability commensurate with the communication and reporting requirements of the position**