Job Title: Data Analytics Manager

Reports to: Director of Operations

Department: Operations/Learning and Evaluation

FLSA Classification: Exempt

EEO Category: Professional

Pay Rate: Salaried

Org Band: Manager

SEIU Eligible: No

Job Summary: Community Action Marin is looking for a collaborative, analytical, and creative manager to support efforts to monitor and analyze our agency services, ranging from homeless to childcare, and the intersections between them. The Data Analytics Manager will serve as the connective tissue between all our data efforts across the agency, including supporting the leadership and management teams toward supporting the intentional use of data and insights to inform decision-making about strategy and programs. They will work closely with our program and operational teams on subject matter and technology. They will help to foster a culture of evaluation, reflection, and learning to strengthen the agency's creation of meaningful social change aligned with its priorities and mission. As a cross-agency manager, this position is responsible for support of fund development, marketing, and communications efforts that strengthen the agency with all stakeholders, including families and funders.

Primary Responsibilities

Database Management
- Manage the Data Specialist, helping to ensure programs are supported with high quality database support
- Develop processes for high-quality data collection and analysis, including developing operational process guides, accountability frameworks
- Analyze collected output and outcome data and prepare reports for internal use and external distribution summarizing analyzed results; include trends and patterns that demonstrate gaps, impact, and reveal questions to consider as part of a continuous improvement process.
- Design, troubleshoot and modify data collection instruments or configurations in collaboration with program and systems managers, such as pre/post- tests, intake protocol, assessments, and interview guides.

Program Reporting
- Work alongside programs and grants management team to ensure the appropriate data is collected for federal, state, local government requirements and funder compliance requirements are monitored
- Create regular, user-friendly reports for program leaders and staff to monitor results.
- Lead creation of reports including the agency's impact report and community needs assessment

Cross Agency Initiatives
- Support in the development of a cross-agency learning framework that strengthens our understanding of our current work and helps highlight potential areas for innovation
- Training and coach staff to ensure high-quality collection and use of data
- Participate in cross-team efforts around Results-Oriented Management & Accountability (ROMA), learning and evaluation to ensure smooth operation of the agency's various programmatic efforts. identify team-based professional development opportunities.
- Promote a culture of reflection, learning, and data-based decision making among staff and participants.

Fund Development
- Support the Director of Development in grant solicitations by providing community, agency and program data for proposal writing; co-create evaluation plans and ensure there are monitoring plans in place
- Consult with and coach program staff to identify program goals and monitoring plans that strengthen effectiveness and communicate impact.

Representation & Influence
- Represent the agency publicly as needed to reflect the performance management work to a variety of audiences (existing and potential funders, government officials, foundations, etc.).
- Serve as the agency point person for questions and projects on the availability, promises and limitations of existing agency data.
- Work as applicable with partners, including federal and municipal agencies, foundations, community organizations, and other stakeholders.
- Work with program teams to elevate community and clients feedback mechanisms to ensure our agency work is responsive to experiences, needs and desires.

Required Qualifications:

- Bachelor's degree
- A minimum of five years of experience in performance management, analytics, or applied research.
- Fluency in written and spoken English.
- Excellent organizational and communication (verbal and written) skills.
- Quantitative data collection and analysis skills, natural curiosity, and the ability to maintain a strategic perspective.
- Very strong general computer skills and extensive experience with Excel; ability to work with databases and case management systems
- Prior experience managing or overseeing research, evaluation, analytics, or performance management projects. This should include experience with project budgeting, planning, and managing workflow.
- Deep understanding – and ability to articulate – the role equity, inclusion, and diversity plays in our work.

Desired Qualifications
- Spanish Proficiency
- Experience with Community Action Agencies.
- Experience completing research, evaluation, analytics, or performance management projects in one or more of the agency's primary service and outcome areas: early learning and education, employment and workforce training, mental health, and economic mobility.
- Supervision experience
- Experience in design and modification of program logic models / theory of change models (or similar planning documentation)

Physical Requirements
- Ability to sit, walk, stoop and stand intermittently.
- Ability to reach overhead, grasp, push and pull objects such as files and file cabinet drawers.
- Lifting, raising or lowering an object from one level to another (includes upward pulling) 10-25 lbs.
- Carrying: Transporting an object, usually holding it in the hands.
- Manual dexterity required for computer work.

<u>**Acknowledgements**</u>

Community Action Marin is an Equal Opportunity Employer and Prohibits Discrimination and Harassment of Any Kind: We are committed to the principle of equal employment opportunity for all employees and to providing employees with a work environment free of discrimination and harassment. All employment decisions at our agency are based on business needs, job requirements, merit, alignment with agency core competencies, and individual qualifications, without regard to race, color, religion or belief, national, social or ethnic origin, sex (including pregnancy), age, physical, mental or sensory disability, HIV Status, sexual orientation, gender identity and/or expression, marital, civil union or domestic partnership status, past or present military service, family medical history or genetic information, family or parental status, or any other status protected by the laws or regulations in the locations where we operate. Community Action Marin will not tolerate discrimination or harassment based on any of these characteristics.

At Community Action Marin, the health and safety of our people and the community we serve is our number one priority. Candidates will be required to show proof of being fully vaccinated against COVID-19 upon commencing employment. Reasonable accommodation will be considered on a case-by-case basis for exemptions to this requirement in accordance with applicable law.

By signing below, I acknowledge that I have received a copy of this job description. I further acknowledge that I can perform the essential duties and responsibilities of the position with or without reasonable accommodations.

Note: Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

SIGNATURE: _____ DATE: _____