



## Data & Reporting Analyst Job Description

<b>Job Title:</b>	Data & Reporting Analyst
<b>Job Category:</b>	Information Technology
<b>Primary Location:</b>	Los Angeles 90011
<b>Department:</b>	Learning & Evaluation (L&E)
<b>Reports To:</b>	Director of Learning & Evaluation
<b>Direct Reports:</b>	None
<b>Seniority Level:</b>	Entry Level
<b>FLSA Status:</b>	Non-Exempt
<b>Job Type:</b>	Full Time
<b>Travel:</b>	No

### POSITION SUMMARY

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:

#### Data System Administration

1. Conduct frequent data migration, manipulation, merging of large, complex data sets from a variety of sources
2. Develop and facilitate trainings on data systems for program staff
3. Manage and maintain internal and external data systems and provide technical assistance as needed
4. Manage Helpdesk ticketing system for data requests and technical support

#### Data Collection and Monitoring

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

Data Analysis and Reporting

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

Date Development and Inquiry Support

12. Identify and support in gathering data sources, calculating baseline, setting targets, and benchmarks aligned to grant requirements
13. Provide coaching to program staff on the understanding of data reports and progress to meet goals
14. 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

## **WORK ENVIRONMENT**

1. On occasion walk or drive to different local sites throughout the day.
2. Regularly required to sit, stand, bend, and occasionally lift or carry up to 35 lbs.
3. Combination of field and office environment.
4. May necessitate working in busy and loud environments.
5. May be exposed to elements like cold, heat, dust, noise, and odor.
6. May participate in training and staff development that requires local and out of state travel.
7. Work regularly in a community that is exposed to gang activity, substance use, homelessness, and high unemployment rates.
8. Must be available on call for emergency crisis situations with the ability to respond after work hours as needed for emergencies
9. This is not a work-from-home position

## **RESPONSIBILITIES COMMON TO ALL AGENCY EMPLOYEES**

1. Encompass a "do whatever it takes approach" to serving our community
2. Always maintain a safe work environment and confidentiality.
3. Be proactive, creative, and flexible in determining, evaluating, researching, and resolving issues.
4. Organize and prioritize multiple activities to meet all external and internal deadlines.
5. Maintain professional demeanor that reflects positively on the agency.
6. Demonstrate respect and courtesy toward others.
7. Able to thrive in a work environment emphasizing teamwork and collaboration.
8. Respond in a timely manner in all aspects of communication.
9. Regular and prompt attendance in the office is required
10. Work with limited to minimum supervision.
11. *Perform other duties as assigned by your supervisor and or executive team.*

## **BENEFITS**

1. Dental, Vision, Medical Benefits: CRCD is in the top 10% for excellent employee benefits for non-profit organizations. CRCD offers 80% employee paid and 60% dependent paid medical
2. 401K eligibility to participate from day one and up to 3% matching after one year



## Data & Reporting Analyst Job Description

3. Flexible Spending Account (FSA)
4. Short-Term & Long-Term Disability, Accident, and Hospital Indemnity
5. Whole Life Insurance, College Funding Plans/529 Savings Plan from Principal
6. Pet insurance, Legal/ID Theft
7. Generous work/life balance
8. 13 paid holidays

CRCD is a mandatory vaccination employer for COVID-19 and its variants. COVID-19 vaccination is mandatory for employment. As such, all CRCD employees must be fully vaccinated against COVID-19, including new hires. All new hires must provide proof of vaccination on or before their start date; alternatively, new hires may request a medical or religious exemption on or before their start date. If a new hire requires a medical or religious exemption, CRCD will engage in the interactive process with the new hire; a new hire cannot begin working for CRCD until the medical or religious exemption application has been approved. Similarly, if a new hire is not yet vaccinated, CRCD will delay the start date until the new hire can provide proof of vaccination or approval of a medical or religious exemption application.

All candidates are subject to a criminal history check and meet CRCD's criteria regarding criminal history and must pass background check conducted by LA County. CRCD is an Equal Opportunity Employer is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation. Please direct requests for Reasonable Accommodations to the interview scheduler at the time the interview is being scheduled. You may direct any additional questions regarding Reasonable Accommodations or Equal Employment Opportunity for this position(s) to the EEO/ADA Coordinator. EEO /ADA Coordinator contact: Stacey Cabling (213) 743-6193.

### ACKNOWLEDGEMENT

---

Employee Incumbent Name

---

Employee Signature

---

Date

**All candidates are subject to a criminal history check and meet CRCD's criteria regarding criminal history.  
All candidates must pass background check conducted by LA County.**