**United Way of West Florida**

**Position Description**

**Incumbent/Candidate:** Open

**Position/Title:** Data Analyst

**Reports to:** Resource Manager

**Exempt/Non-Exempt:** Non-Exempt

**Pay Rate**: $18.00 an hour

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**General Purpose**:

The Data Analyst is a key member of the Community Impact team, providing analysis of funded program and internal program data, as well as providing administrative support functions related to the community investment process and United Way of West Florida’s community impact work. The Data Analyst works closely with Community Impact and Development to ensure the process of investing undesignated donor dollars is efficient, transparent, and yields the appropriate outcomes. This position provides support and oversight of the Get Connected volunteer platform and Andar development platform. The Data Analyst is also responsible for analyzing funded programs and internal programs report data and provides aggregate data reporting. This position will provide support in all UWWF’s database systems, troubleshooting and analysis.

**Call Center Essential Functions:**

* Learn and understand 211, 988, MFVT, AARP and First Responder Hope Line operations to support data collection needs of the call center.
* Provide support with UWWF’s database systems such as VisionLink and RingCentral.
* Serve as back-up systems operator for RingCentral telephony system by learning program procedures and protocol’s.
* Learn and access VisionLink’s report functions
* prepare monthly reports including statistics on calls, referrals, and quality assurance.

**Community Investment Essential Functions:**

* Support the management of the community investment process, including agency trainings, community investment panel site visits, online applications management, and quarterly reports.
* Assist with creating and updating forms for e-Cimpact forms, applications, and overall funding processes.
* Assist with timely revisions and updates to the online forms and application processes.
* Assist with timely communication with agencies regarding trainings, certification, application, and quarterly report deadlines.
* Create and distribute surveys to Community Investment volunteers and agencies to ensure continuous improvement of the community investment process.
* Compile and disseminate survey results.
* Compile and synthesize funding program results from reports related to funding.
* Work closely with project managers to understand and maintain focus on their analytical needs.

**Organizational Essential Functions:**

* Proactively analyze organizational data to answer key questions from stakeholders
* Identify trends and opportunities for growth through analysis of data sets
* Create best-practice reports based on data mining, analysis, and visualization
* Evaluate internal systems for efficiency, problems, and inaccuracies, developing and maintaining protocols for handling, processing, and cleaning data
* Work directly with management and users to gather requirements, provide status updates, and build relationships
* Enter and/or update UWWF outcome data to identified dashboards, reports, or databases.
* Work with development and accounting to analyze trends in fundraising and develop efficient reports and processes
* Provide support with UWWF’s database systems for other departments
* Monitor Get Connected by following up with agencies on completed needs and ensure volunteers have recorded hours; update Spotlights monthly; pull reports; and maintain the site with timely information and resources.

**Educational Requirements:**

* Minimum of Associate’s Degree in math, computer science, economics, or statistics

**Experience and Skills:**

* 1+ years’ experience mining data as a data analyst
* Proven analytic skills, including mining, evaluation, analysis, and visualization
* Technical writing experience in relevant areas, including queries, reports, and presentations
* Strong SQL or Excel skills with the ability to learn other analytic tools
* Prior experience with database and model design and segmentation techniques preferred
* Strong programming experience with frameworks including XML, JavaScript, and ETL preferred
* Practical experience in statistical analysis using statistical packages including Excel, SPSS, and SAS preferred

**United Way Core Competencies:**

* Mission focused
* Strong interpersonal skills
* Relationship-oriented
* Collaborator
* Results driven
* Brand Steward
* Team builder
* Self-management