

**WOMANHAVEN, a
CENTER FOR FAMILY SOLUTIONS**

Department: Data Statistics	Location: Administration
Job Title: Data Analyst I	Salary Range: \$17.50/hr (\$36,400/annual) starting pay
Type of position: <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time	Hours <u>40hrs</u> / week <input type="checkbox"/> Exempt Position <input checked="" type="checkbox"/> Non-exempt Position

SUMMARY:

Provide systems administration, technical customer support, reporting assistance, data analysis, and training for users of WomanHaven Homeless Management Information System (HMIS.)

ESSENTIAL FUNCTIONS:

1. Quickly acquire and maintain an in-depth understanding of the HMIS, from both an operational and end-user perspective.
2. Troubleshoot time-sensitive data quality and security issues.
3. Provide accurate and efficient phone, and/ or on-site, technical support.
4. Assist in developing and implementing HMIS policies and procedures.
5. Develop and revise forms, tools, and guides for internal use.
6. Plan, coordinate, and provide small and large group hands-on training sessions for service providers.
7. Design and develop user-friendly training documentation.
8. Generate customer required canned and custom reports for service providers.
9. Provide general administration of the HMIS implementation; including agency account set-up, system monitoring, and testing, problem diagnosis and resolution, and routine software maintenance.
10. Provide data analysis for programs to measure the performance of the service providers.
11. Other duties and special projects as assigned.

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Behavioral Competencies:

This position requires the incumbent to exhibit the following behavioral skills:

Job Knowledge: Excellent writing skills, exhibits requisite knowledge, skills and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements and activities as they apply to the assigned organizational entity of WomanHaven; uses appropriate judgment & decision making in accordance with level of responsibility.

Commitment: Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; and persists despite obstacles and opposition.

Customer Service: Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands monitors and measures the needs of both internal and external customers; talks and acts with customers in mind; and recognizes working colleagues as customers

Effective Communication: Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing; demonstrates attention to, and conveys understanding of, the comments and questions of others; and listens effectively

Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; and does fair share of work

Teamwork: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed.

SUPERVISORY RESPONSIBILITIES:

N/A

Technical Skills:

Knowledge of:

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- Data Standards and their implications for data management and reporting, HUD and Housing specific a plus
- General Relational database management and database architecture
- Intermediate to advanced skill in excel and power point
- Microsoft Office 365
- Telephone, office, and online etiquette

Excellent Skills in:

- Attention to detail and organization
- Oral and written communication
- Customer service and relationship building
- Presentation and training

Ability to:

- Meet critical deadlines
- Design and produce technical documentation
- Solve complex problems and issues individually or as part of a team
- Interpret and accurately implement a variety of instructions and regulations
- Work independently with minimal supervision

EDUCATION,KNOWLEDGE,SKILLS, ABILITIES, AND EXPERIENCE

REQUIRED/PREFERRED:

1. A Bachelor's degree from an accredited U.S. college or university or a certified foreign studies equivalency in information technology, business administration, public administration, urban studies/planning, social work, or other closely related fields, AND, one year of progressive professional experience in information technology; including experience with data analysis, statistical software, and reporting packages.

OR

2. A minimum of four years of progressive professional experience in information technology; including experience with data analysis, statistical software, and reporting packages.

Note: Experience working with nonprofit organizations and/or community collaborations is a plus.

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LICENSES AND CERTIFICATES:

Must possess a valid California driver's license/minimum vehicle insurance required by law and maintained throughout the duration of employment.

PHYSICAL REQUIREMENTS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

To perform this job successfully, the employee is frequently required to remain in a stationary position. Daily movements include sitting; standing; operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able to communicate via email and verbally via telephone. The employee must occasionally transport up to 25 pounds.

Benefits:

- Health insurance
- Vision insurance
- Dental Insurance
- Retirement plan
- Paid time off
- Tuition reimbursement

I have read the above job description and fully understand the requirement set forth there.

Employee's signature:

Date: