

TITLE:	Data & Analytics Manager
REPORTS TO:	Director of IT & Analytics
FLSA CLASSIFICATION:	Exempt
DATE:	April 2022
GRADE:	5
WORK LOCATION:	Assigned Service Center; Hybrid opportunity available Occasional travel within council jurisdiction

SUMMARY OF POSITION

The Data & Analytics Manager is responsible for ensuring access, clarity and continuity in council business processes and business systems. They play an integral role in developing and documenting effective business processes and perform gap analyses, keeping an eye always to data quality and integrity. The position is responsible for providing in-depth analyses using multiple business systems as requested by other departments. The Data & Analytics Manager will also coordinate and facilitate trainings on business systems and processes for new and existing users. The Manager will identify and implement opportunities to improve effectiveness of cross-functional workflow in the council.

ACCOUNTABILITIES

- Gather, assimilate and analyze data, draw conclusions, develop reports and visualizations and offer solutions to improve GSCP2P performance; provide objective insights in response to research and analysis requests from other departments.
- Manage report and dashboard development in Volunteer Systems (Salesforce Lightning, Looker)
- Develop and document business processes, with particular focus on cross-functional processes; review department business processes and ensure integration, planning, and gap identification and analysis.
- Serve as the owner of the Standard Operating Procedures Manual. Collaborate with business process owners to update and maintain SOPM.
- Serve as a council Salesforce administrator. Filter and troubleshoot council-level issues, escalating to GSUSA as necessary.
- Serve as Looker Champion; maintain current knowledge of Looker reporting and issues; train staff on Looker as needed.
- Serve as database manager for resource development including data clean up, aggregation, integration with Salesforce, and analysis and reporting.
- In collaboration with HR and subject matter experts, ensure ongoing training and professional development in Volunteer Systems for both existing users and new hires.
- Aggregate and analyze data across multiple sources and visualize data to internal teams to support data-driven decision making; propose solutions based on data analysis.
- Review data quality and integrity using reporting and data analysis to test and implement changes that upgrade data quality and integrity.
- Engage cross-functionally with teammates to fully support annual council membership recruitment and retention plans
- Participate actively in developing environments that foster diversity, equity, inclusion and access through words, actions and attitude. Ensure work plans are designed to enhance the diversity of our membership.
- Perform other duties as necessary or assigned.

QUALIFICATIONS

Core Competencies

- Data Prep & Integrity
- Data Storytelling & Advocacy
- Critical Thinking
- Customer Responsiveness
- Project Management
- Business Process & Data Analysis
- Problem Solving
- Relational Intelligence
- Communication & Presentation
- Attention to Detail
- Business Technology

Qualifications

- Bachelor's degree in Data Analytics, Business Administration, Computer Science or Computer Information Systems or related field, or an equivalent combination of education and directly related experience.
- Two or more years demonstrated experience with Salesforce or similar CRM system including data analysis, reporting and data visualization.
- Advanced Microsoft Excel skills, basic SQL knowledge and presentation software skills (i.e., PowerPoint, Visio, etc.)

Additional Requirements

- Subscribe to the principles of the Girl Scout Movement and become and remain a registered member of GSUSA, Girl Scouts Carolinas Peaks to Piedmont.
- Futurist mindset and ability to translate vision to strategy to deliverables.
- Must have consistent drive, persistence, sense of urgency, flexibility, and willingness to learn in order to reach council goals
- Excellent time management and organizational skills with ability to carry out a variety of responsibilities with multiple priorities and deadlines with limited supervision.
- Willingness and ability to work regular and varied hours, including some evenings and weekends.
- Successfully pass criminal and driver background investigation.
- Valid state-issued driver's license, valid auto insurance, acceptable driving record and access to a vehicle on a daily basis and willingness and ability to travel throughout the council's geographic area.

PHYSICAL DEMANDS & WORK ENVIRONMENT

The employee is occasionally required to stand; walk; sit; use hands to finger, handle or feel objects, tools or controls including the operation of computer keyboard, calculator, copier machine and other office equipment; reach with hands and arms; climb stairs; balance; bend and stoop, kneel, crouch or crawl; talk or hear within normal range for telephone use. The employee must occasionally lift and/or move up to 35 pounds. The employee must have close visual acuity to perform activities such as viewing a computer terminal, preparing and analyzing data and figures and extensive reading. The employee must be able to operate a passenger car and drive throughout the council jurisdiction on an occasional basis.

DISCLOSURE & ACKNOWLEDGEMENT

The statements above reflect the essential functions and qualifications for this job, but should not be considered an all-inclusive listing. Employees may be asked to perform other duties as needed to ensure the smooth functioning of Council operations. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. Please be advised that this document should not be construed, in any manner, as a contract of employment. All employees of the Girl Scouts Carolinas Peaks to Piedmont are employees “at-will.” By signing below, I acknowledge I have read, understand and am able to successfully perform the responsibilities and requirements of this position as described.

Employee Signature

Date