

**Position:** SENIOR DIRECTOR, DATA OPERATIONS  
**Hiring Organization:** United Way of Salt Lake  
**Department:** STRATEGY & LEARNING  
**Reports to:** CHIEF OPERATING OFFICER  
**Date Prepared:** October 19, 2017

## THE ORGANIZATION

United Way of Salt Lake (UWSL) is an innovative and dynamic organization with a staff working closely together to drive change that leads to long-term improvements in lives and communities, and ultimately an end to the cycle of poverty. UWSL works to build partnerships with schools, businesses, nonprofits, government and the broader community that align resources and efforts to achieve population-level results at a scale that no single organization can achieve alone.

## POSITION OVERVIEW

Develop and lead the implementation of strategy related to UWSL's data systems (e.g. Tableau, Salesforce, etc.). Lead organizational efforts to mine data, identify insights, and communicate data in ways that tell UWSL's story. Work collaboratively across departments, often without direct authority, to design standard reports and help teams/departments to analyze these reports, develop insights, and take data-driven action.

## ESSENTIAL FUNCTIONS

1. Support teams across the organization to use data for decision-making and action. Help teams to design and build standard reports. Provide hands-on support to analyze those reports to pull out insights and to use those insights to guide short-term decision making and longer-term strategy. Work across all departments/teams to identify and anticipate data needs, build solutions, and guide people to use those solutions to act. Work with management team to maintain and to promote use of organizational dashboards that has views appropriate for our Board of Directors, management team, individual departments, and organization as a whole.
2. Design (and delegate to other team members to design) dashboards that clarify results and our progress toward them at all levels of geography. Keep these dashboards updated and track their usage. Support staff and partners to access and use these dashboards in daily work.
  - a. Organize and simplify complex data sets from relevant sources (e.g. ACS, state/local government, School Districts, other organizations, UWSL Annual Surveys, etc.) into user-friendly data displays.
  - b. Build out and maintain comprehensive dashboards ("data books") for every geography and every outcome associated with our work.
  - c. Create and maintain public data portal of population level data, to be hosted on our website, [uw.org](http://uw.org).
  - d. Maintain data displays and raw data in ways that make data easily accessible to appropriate audiences. Maintain the appropriate permissions on non-public data sources.
  - e. Maintain fluency with emerging technologies (e.g. Tableau) that can be leveraged to produce state-of-the-art data displays
  - f. Provide training and support to other UWSL staff charged with data visualization.

3. Simplify complex data into understandable stories, run charts, and insights/take-aways. Mine data sets for bright spots, and organize partnership team members to do the same. Draft visuals and written content that tell the story of our work. Work with design, content, digital strategy, events, and resource development teams to use data to refine these drafts into audience-appropriate graphics and text. Lead a rigorous process to ensure that published data is appropriately vetted with partners, sourced, and explained. Represent UWSL's data infrastructure, analysis projects, and visualizations to the UWSL board of directors, key donors, and other stakeholders.
4. Support the implementation of strategy related to UWSL's data systems (e.g. Tableau, Salesforce, etc.) and integration across systems. Maximize each system as a tool to help end users use data to inform action. Facilitate communications and projects with cross-departmental team of users/administrators. Ensure robust cross-training, knowledge management, and documentation on all systems. Manage relationships with relevant vendors.
5. Use results-based facilitation and adaptive leadership skills to guide conversations and decision-making.
6. Supervise one or more Strategy & Learning team members.
7. Other duties as assigned.

### **POSITION REQUIREMENTS**

- Proactively and collaboratively articulates strategies that help us move toward organizational and departmental objectives goals
- Able to discuss complex data topics in ways that are appropriate to the audience
- Champions and reinforces organizational values and team priorities
- Able to execute on high-impact work with exceptional attention to detail
- Takes responsibility for own actions, and tells the truth
- Stays current on the rules and regulations that govern their area of responsibility
- Recognizes and learns from mistakes.
- Develops direct reports and teammates to meet career goals and organizational objectives
- Handles conflict situations effectively; works collaboratively with others to meet shared objectives.
- Able to work effectively, even when things are not certain or the way forward is not clear.
- Confidence and humility to ask questions, admit and address challenges, "fail forward," and learn and test continuous improvement tools and techniques.
- Strong project management, task completion, and follow-up skills.

### **MINIMUM QUALIFICATIONS**

- Bachelor's Degree OR equivalent experience in information systems, data analytics, statistics, or a relevant field. Master's Degree highly preferred.
- Exceptional presentation and written communication skills.
- At least 3-4 years experience gathering, organizing, analyzing and visualizing data in a visualization software. Proficiency with Tableau or another data visualization tool.
- At least 3-4 four years experience working with relational databases and reporting.
- Proficiency with R or another statistical package preferred.
- Advanced Excel skills.
- Affinity for learning new softwares/technologies. Familiarity with Salesforce preferred.
- Previous supervisory experience.

### **PHYSICAL REQUIREMENTS**

The employee regularly communicates with internal and external stakeholders and is required to communicate clearly, in oral and written formats and must be able to exchange accurate information. The employee must be able to transcribe, read extensively, prepare and analyze data and figures, operate a computer and other standard office machinery. The employee is required to regularly travel to locations outside of UWSL facilities to set-up and deliver presentations in both physical and electronic forms.

**SALARY INFORMATION**

This is an exempt position, salary to commensurate with experience

**APPLY**

Please visit <https://uw.org/about/careers/> to apply for our current openings. A complete application will include a resume and cover letter. You may contact [jobs@uw.org](mailto:jobs@uw.org) if you have any questions regarding employment opportunities.

*NOTE: The statements in this position description are intended to describe the general nature and level of work being performed but are not to be seen as a complete list of responsibilities, duties, and skills required of the person employed. Also, the statements do not establish a contract for employment and are subject to change at the discretion of the employer.*