Position:	DATA MANAGER, OPERATIONS
Department:	Finance
Reports to:	SENIOR DIRECTOR, DATA OPERATIONS
Date Prepared:	March 2019

ORGANIZATION SUMMARY

United Way of Salt Lake (UWSL) is changing the way organizations, communities, schools, governments, and individuals work to fix complex social problems. Together, we can help every child and family succeed at school and life. UWSL's workplace is fast-paced, friendly, adaptive, and grounded in our core values: relationships, continuous improvement, results, and innovation. We offer competitive compensation including a comprehensive benefit package, generous paid time off, and flexible schedules. People with diverse backgrounds and abilities are encouraged to apply. Join us in changing the world, and giving everyone in our community the opportunity to live their best life.

POSITION OVERVIEW

The Data Manager, Operations (DMO) leads UWSL's utilization of data from the system of record (SoR), in order to facilitate data-driven decisions in support of organizational goals and priorities. This position maintains the SoR's reliable and accurate data, contributes to development of the organizations technology roadmap, and works with team members to develop and write reports, provide trainings and organizes dashboards. The Data Manager, Operations will contribute to local SoR development, monitor and support data extraction, transfer and load processes.

ESSENTIAL FUNCTIONS

Data support for operational action.

1. Maintain a robust understanding of internal performance metrics and strategies
2. Contributes to the development/maintenance of technology roadmap
3. Support development and maintenance of organizational dashboards, including identifying, extracting, and analyzing data and creating visualizations in SoR
4. Develop and support use of standardized reports; create monthly, quarterly, and end-of-year revenue reports
5. Develop data driven insights that help the organization progress our mission

Data access

6. Serve as data representative: train and support team members in building basic reports, managing report updates, and other essential functions within the SoR
7. Query data from local SoRs using SQL, SOQL, Salesforce Report Builder, and other tools.
8. Complete data requests, projects, reports
9. Develop training materials and best practice documents to standardize data entry, data auditing, reporting, and other essential functions
10. Serve as internal technical support; ensure accessibility and troubleshoot technical problems as they arise

Data support for resource development, marketing and engagement

11. Collaborate with other departments to facilitate quick and accurate responses to end user needs
12. Pull contact lists, review data for accuracy, complete data merges, and prepare and or/ send for mailing and campaigns. Coordinate with event, design, or digital engagement team as needed
13. Participate on data or related committees as agreed upon with supervisor

REQUIRED COMPETENCIES
- **Project Management.** Ability to manage a project's scope, resource requirements, dependencies, steps and timelines.
- **Technical Skills.** Ability to anticipate the impact of emerging technologies and make adjustments, to adopt new technologies (and to expand knowledge within the technologies they know well); and to build capacity among others to access, understand, describe and use data and technology platforms.
- **Problem-solver.** Execute on established solutions, ask questions, and observe situations and come up with solutions. Troubleshoot end-user problems.
- **Strategic Mindset.** Ability to anticipate future needs/realities; to help stakeholders strategize around what data might help them move key work forward; and to draw connections across people, plans, and conversations.
- **End-user focus.** Ability to design and test solutions that meet user needs in long-term and consistent ways.
- **Communication**. Ability to write and speak with diverse stakeholders; to discuss complex data topics in ways that are appropriate to the audience
- **Manage Self.** Ability to operate effectively, even when things are not certain, when conditions are shifting, or the way forward is not clear

QUALIFICATIONS
- Bachelor's degree in a related field or equivalency, Master's degree preferred
- 2 years experience manipulating relational databases and analyzing data
- 2 years of experience supporting a team
- Proven experience with Excel, Tableau and/or other data visualization software used in reporting
- Basic understanding of marketing , fundraising, and financial process and terminology preferred
- Salesforce experience is a plus

PHYSICAL REQUIREMENTS
The employee is regularly required to communicate clearly, in oral and written formats, with others in person, over the phone and other devices. 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 may sit comfortably to do the work; however there will be some walking, standing, bending, and carrying of light items.

COMPENSATION
This is a full time exempt position, salary to commensurate with experience.

APPLY
Please visit UWSL's Career Center. A complete application will include a resume and cover letter. You may contact 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.*