

JOB DESCRIPTION
(Finance Department)

Position: **Data Analyst**
Reports to: Chief Executive Officer and Director of Finance
Grade Level: Range Starting at \$21.38/hour
Wage & Hour Status: Non-Exempt, Full-Time

Purpose: The **Data Analyst** of the Early Learning Coalition of Seminole (Coalition) is primarily responsible for supporting the departments under the supervision of the Director of Finance, and in alignment with agency adopted mission and core values, this professional is responsible for data gathering, reporting, and analysis. The agency's funding is largely reliant on grants and donors for which data is key and this individual will facilitate. This individual will collaborate closely with the leadership team to maximize agency data driven outcomes, as it relates to the School Readiness and Voluntary Pre-Kindergarten (VPK) programs, in compliance with the Coalition's policies and procedures as required by the Coalition Grant Agreement with Division of Early Learning and other funding entities.

The successful candidate must possess exemplary interpersonal, customer service and organization skills along with a professional demeanor.

(This job description may not be all-inclusive, and employees are expected to perform all other duties as assigned and directed by management. Job descriptions and obligations may be modified when deemed appropriate by management.)

Functions and responsibilities:

- Acquires and maintains an understanding of data sources and coordinates collection, analysis and reporting on data
- Designs and publishes requested surveys and forms using best practices
- Automates agency processes through identified software
- Produces and analyzes agency data reports and dashboards using identified software
- Facilitates agency training on data analysis and usage
- Represents agency at community meetings, as assigned
- Uses logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems
- Understands the implications of new information for both current and future problem-solving and decision-making
- Monitors/assesses performance of self, other individuals, or organizations to make improvements or take corrective action
- Assist in creating reports based on data collection.
- Track and monitor data from all program initiatives and special projects.
- Conduct monitoring activities to ensure the Coalition is effectively meeting programs outcomes, per Coalition plan.
- Assist with Coalition process by detecting and investigating possible acts of fraud, complaints, abuse of services related to provider contractual obligations.
- Accurately enter and retrieve information from the State's database. Responsible for making history notes in the State's database whenever speaking with, or having transactions with families and child care providers.

- Conducts regular file audits to ensure the information in the archive is complete and in full compliance and any other requirements of funding sources.
- Develop and maintain physical and electronic files.
- Work with other Directors, as appropriate, assisting with projects to ensure the Coalition's goals are achieved.
- Assure discreet handling of all business and ensure that all information of a confidential nature is held in a secure and confidential method.
- Participate in professional development to acquire and/or maintain certifications and trainings, as pertain to Coalition and DEL.
- Share with appropriate staff information/knowledge gathered at conferences and meetings.
- Ability to organize, coordinate projects, set priorities, meet deadlines and follow-up on own assignments with little or no supervision.
- Complete all reports in a timely and comprehensive manner, as required.
- Ability to write detailed and objective notes.
- Collaboratively work and foster teamwork amongst cross-functional teams.
- Ability to effectively communicate sensitive information and exercise sound judgment.
- Ability to work and communicate with people from various multi-cultural backgrounds and socioeconomic levels.
- Ability to solve the problem and deal with a variety of variables.
- Answer phone calls in-person promptly. Route phone calls appropriately utilizing the "hold" function as a last resort.
- Performs clerical duties including, but not limited to, filing, copying, faxing, document shredding, sorting, mailings, and postage.
- Proficiency in the operation and use of personal computers and computer software applications (Microsoft Office Suite). Ability to navigate the internet. Knowledge of state database system is a benefit.

Education and Experience Requirements:

- Bachelor's Degree required, in a field related to business from an accredited institution. Master's Degree preferred. The alternative, of the combination of education or documented continuing education, and experience sufficient to successfully perform the essential duties of the job as listed above.
- A minimum of two (2) years' experience with CRM and reporting software. Tableau and/or Webauthor experience a benefit for this position.
- A minimum of two (2) years' experience with data collection/analysis.
- A minimum of one (1) year experience with survey design.
- Ability to communicate effectively both verbally and in writing. Requires excellent interpersonal communication skills and telephone skills.
- Must have strong computer skills, including proficiency with Microsoft Office Suite. Knowledge of the state database system preferred, and knowledge of data compilation and cloud-based survey collection tool(s). Can demonstrate effective records management practices and problem-solving techniques.
- Should be a creative, energetic, self-starter able to prioritize and work independently with minimal supervision. Must be articulate and pay attention to detail.

- Must have a desire to advance professional skills continually, exhibit strong work ethic, ability to prioritize and able to work independently with minimal supervision.
- Must have the capacity to manage stress appropriately and manage multiple tasks and priorities.
- Must be willing to travel within and out of Seminole County to perform required tasks and provide own reliable transportation. Must have a valid Florida Driver's License, a good driving record, and automobile insurance when owned vehicle would be used for traveling.

Professional Conduct:

- Responsible for reporting immediately to the management of any suspected fraud, misrepresentation, any irregularity and suspected irregularity involving employees as well as families served through School Readiness/Voluntary Pre-K, Providers, Contractors and any other parties with a business relationship, direct or indirect, with the Coalition.
- Protect the confidentiality of child, family, and provider validating the information on records prior discussing any information related to their files.
- Responsible for reporting to the Florida Abuse Hotline when know or have reasonable cause to suspect that a child or a vulnerable adult has been abused, abandoned, neglected, or exploited. By Telephone 1-800-96ABUSE - 800-962-2873.
- Adhere to the policies and procedures of the Coalition while maintaining elevated levels of confidentiality and discretion.
- Attend work consistently, and punctual according to Coalition policy.
- Adhere to dress code.
- Contribute positively to the work environment by supporting innovative ideas and change when applicable.
- Represent the Coalition professionally always.
- Demonstrate high standards of integrity, accountability, and service as defined by the values of the Coalition.
- Work cooperatively with both internal and external stakeholders at all time.
- Interpret and effectively communicate Coalition policies verbally and in writing.
- Ensure that all information of a confidential nature is held in a secure and confidential method.
- Complete all reports in a timely and comprehensive manner as required.
- Ensure consistency and proper use of OCA codes for federal, state, coalition and others report.

Background Checks:

Employment in this position is contingent upon obtaining and maintaining satisfactory:

- Level II Background Check,
- Drug Test,
- E-Verify,
- Educational Verification,
- Possession of a valid Florida driver's license; and
- Ability to maintain Florida driver's license throughout employment required

Essential Physical Requirements:

While performing duties of this job the employee is regularly required to sit for prolonged periods of time; talk; hear; use hands and fingers to operate a computer, telephone, and other office equipment; reach with hands and arms; and stoop, kneel or crouch. Also, the employee will occasionally lift and move up to 25 lbs. Specific vision abilities required by this job include vision and capacity to adjust focus.

The noise level in the office is usually quiet. The physical demands and work environment described is representative of those that must be met by an employee successfully to perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties of this job.

THIS JOB DESCRIPTION in no way states or implies that these are the only job duties to be carried out by the employee incumbent in this position. The employee will be required to follow any other job-related instructions and perform any other job-related duties requested by any person authorized to give instructions or assignments.

This description has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties, responsibilities, and requirements are essential to the job. Job functions and requirements are subject to possible modification to accommodate individuals with disabilities reasonable. To perform this job successfully, the incumbent will possess the skills, aptitudes, and abilities to perform each duty proficiently.

This document does not create an employment contract, implied or otherwise, other than an "at-will" employment relationship.

I have reviewed and received a copy of this job description and acknowledge I have had the opportunity to ask for additional clarification from my direct supervisor or by any person authorized to give instructions or assignments.

Employee Signature: _____

Employee Printed Name: _____

Date: _____

Supervisor Name: _____

Supervisor Title: _____

Date: _____