JOB DESCRIPTION

Position: **Data & Systems Manager**
Reports to: **Director of Operations**
Last Updated: **July 2019**

DESCRIPTION

Hope for New York (HFNY) mobilizes volunteer and financial resources to organizations serving the poor and marginalized in New York City. Our vision is a city in which individuals and communities experience spiritual, personal, social and economic well-being through the demonstration of Christ's love.

HFNY seeks a highly motivated, organized and detail-oriented individual to bring our data management, analytics, and business processes to a new level of excellence and optimize the way our teams work. The Data & Systems Manager reports to the Director of Operations and will:

1) Manage and administer current data systems (50%)
2) Lead organization in data management, reporting, dashboard management, and analytics (25%)
3) Support and train staff in use of the systems (15%)
4) Identify areas of system/process improvement and implement solutions (10%)

PRIMARY RESPONSIBILITIES

Systems Administration

- Serve as internal project lead and administrator for all enterprise systems - Salesforce, Pardot, Drupal, Fluxx, Asana, G Suite, Expensify
- Create and update fields, objects, reports, page layouts, workflows, processes (using Process Builder), and other Salesforce components
- Create and update fields, forms, and reports in grants management system (Fluxx)
- Work with teams to identify bugs and enhancements to HFNY website; manage relationship w/ external web developer
- Ensure best practices around permissions, security, and compliance are implemented
- Manage relationship with Information Services (IS) vendor
- Manage relationships with third-party consultants and developers

Data Management, Reporting, & Analytics

- Drive analytics and reporting for individual staff and teams
- Implement organizational data management strategy and support teams in data management best practices (i.e., data entry/maintenance best practices, data hygiene, record deduplication)
- Create and maintain team and organizational dashboards
- Support teams in development of Objectives & Key Results (OKRs) metrics and related reports
- Prepare ad-hoc reports, analyses and presentations
- Prepare and analyze donations reports to support fund development goals and initiatives

Support & Training

- Maintain comprehensive product and project documentation
- Develop effective training materials and deliver trainings to teams to build capacity
- Onboard and offboard new and terminating employees from business systems

● Troubleshoot problems identified by internal and external users

Systems/Process Improvement
● Maintain strong relationships with teams to understand needs and map out processes and structures; manage expectations around roadmap for different systems
● Work with Director of Operations to identify, design, recommend and implement system/process changes to improve overall organizational efficiency
● Maintain knowledge of nonprofit data/systems/process best practices and integrate into HFNY business operations
● Manage special projects as needed

JOB QUALIFICATIONS
● Deep commitment to serving the poor and marginalized
● 3-5 years professional experience in CRM or data management required
● Salesforce experience required
● Familiarity with data management, processing, and analysis
● Experience creating and managing organization-wide data management policies and processes
● Demonstrated ability to maintain confidential and sensitive information
● Exceptional project management and organizational skills required
  Results driven and outcomes focused individual
● Self-starter, quick learner, hard worker; able to work independently with minimal oversight
● Ability to work effectively individually and as part of a team
● Ability to provide training, coaching, and support across organization
● Flexible and adaptable; open to feedback and improvement with positive and humble attitude
● Proficient in MS Office in advanced capacities – Word, Excel, PowerPoint
● Proficient with all G Suite (Google) apps
● Experience with Drupal, Pardot, and/or Asana preferred
● Bachelor's degree

OUR CORE VALUES
● **Collaboration** - We work better when we work together. We encourage teamwork, we share goals, and we learn from each other.
● **Excellence** - We are entrusted to do important work so we strive to do our best. We are stewards of the gifts, talents, and resources we have as individuals and as an organization.
● **Growth** - Everyone on our team has been given unique gifts and talents to offer. We are committed to providing opportunities to learn and grow so we can flourish.
● **Passion** - We have Kingdom ambition to catalyze Kingdom renewal. We set big goals because we want to make the biggest impact we can for the poor & marginalized in NYC.
● **Respect** - We share our ideas and listen to the ideas of others. We communicate with humility, candor, respect, and encouragement.
● **Joy** - We nurture a community where there is meaningful work, celebration, appreciation and recognition.

DISCLAIMER
The preceding job description has been designed to describe the general nature and level of work performed by employee within this classification. It is not designed to contain or be interpreted as a

comprehensive inventory of all duties, responsibilities and qualifications required of the employee(s) assigned to this job. Other duties may be added, or this job description amended at any time.

To perform this job successfully, an individual must be able to perform the principal duties satisfactorily. Reasonable accommodations may be made to enable otherwise qualified individuals with disabilities to perform the principal duties of the job, except where to do so would cause an undue hardship on Hope for New York's business operations.

Employment at Hope for New York is at-will, which means that either the employee or Hope for New York can terminate the employment relationship at any time, for any reason, with or without cause or notice. Nothing in this Job Description should be construed to diminish the at-will employment relationship in any manner.