I. Position Objective: Describe the purpose of this position. This is a brief explanation as to why the position exists in the organization.

The Data and Business Analytics Specialist supports all data systems in our organization. The main duties of the Specialist are

- Perform routine and adhoc data quality check and clean up to ensure the integrity of our organizational data
- Assist in development of reports and business analytics to support strategic decision-making across the organization
- Support, through staff training, seasonal case management and report development in order to increase the utilization of different online data resources like Salesforce, Volunteer Toolkit, and Looker; (d) design surveys and provide insights into program effectiveness

II. Key Duties and Responsibilities: These are the essential functions of the job.

- Assist in data quality and offer support in data collection and system business processes to ensure data security and integrity
- Develop reports to support teams in obtaining council specific goals
- Promoting staff adoption of Looker and Salesforce and serve as council lead for Looker Utilization
- Promote volunteer adoption of Volunteer Toolkit and serve as council VTK lead
- Surveys design and outcome measurement

III. Nature of Work: Give examples of typical assignments.

- Help maintain a 98% cleanliness of core data.
- Conduct data cleaning and quality control to remove errors and ensure data integrity. This includes things like duplicate merges and members not active in their campaign membership.
- Create reports for data quality.
- Train staff members on how to do department specific data quality tasks.
- Produce regular reports and dashboards to facilitate data-driven inquiry across the organization.
- Attend membership staff meetings that involve any form of processes decisions that could result in reporting and insight.
- Serve as the council Looker champion which includes the responsibilities of managing council Looker adoption, serving as the council liaison to Looker GSUSA staff, and lead
dashboard and report builder for GSCM

- Regularly train returning and new staff on Salesforce, and Looker
- Serve on project team with future data system roll outs and initiatives
- Regularly train staff on the Volunteer Toolkit and new VTK program roll outs.
- Offer training to volunteers on the Volunteer Toolkit in order to promote volunteer adoption.
- Lead specific Volunteer Toolkit utilizations like the Finance Tab
- Serve as council SME on all things Volunteer Toolkit for volunteers and GSUSA liaison on any cases concerning Volunteer Toolkit
- Understand the principle of surveys creation and outcome measurement
- Design surveys for various departments based on the outcome they want to measure
- Manage data entries from paper survey to Survey Monkey
- Create reports and analytics of the survey results

VI. Working Relationships: Provide examples of the working relationships the regularly employee maintains in order to successfully meet the objectives of the position.

- Director of CEI / Member Care and Retail Sales
- MVP Directors, Managers and other Specialists

VII. Performance Indicators: Describe the performance standards that will be evaluated to determine if the employee meets work standards.

- Percentage of data cleanliness
- VTK adoption rates
- Departments have and/or know how to access reports necessary to achieve organization’s goals

VIII. Skills/Experience/Knowledge Required: Describe the specific skills, occupational knowledge, information background, and understanding the employee must have to do the work successfully

- Bachelor’s degree preferred but not required
- Knowledge of online non-profit databases like Salesforce and experience working with reporting databases, such as Looker
- Experience with Survey tools such as Survey Monkey, google form and Wufoo
- Experience creating reports/dashboards and processes to facilitate decision-making
- Attention to detail and enthusiasm for data quality and reporting required
- Proven ability to take initiative, set priorities, meet deadlines, and manage multiple streams of work
- Staff training experience is helpful
- Strong verbal, written, and presentation skills
- Ability to facilitate data-driven inquiry and enable others to interpret results
- Strong team-player who is able to collaborate with diverse groups of people across the organization
- Willingness to learn, ability to embrace opportunities in change and interest in professional development
• A passion for GSCM’s mission and vision with an ability to demonstrate Girl Scouts’ core values in all internal and external interactions