

Title: Data Analyst	Grade: 5	
Reports To: Manager of Program Impact and Evaluation	FLSA Status: Non-Exempt	
Supervises: None	Date Written:	Date Revised:
	4/8/2019	

POSITION SUMMARY

The Program Analyst position provides support for producing critical information for Chinese American Service League (CASL)'s program planning and decision making using CASL's Salesforce Case Management system. Reporting to the Manager of Program Impact and Evaluation and working closely with CASL's leadership and staff, the Program Analyst will be an integral part in developing an integrated data system that seamlessly and securely connects our program impact data in order to generate powerful analytics and visuals so that staff leadership above can make data-informed decisions to improve program outcomes.

The Program Analyst will perform select database management duties at the direction of the Manager of Program Impact and Evaluation that require initiative, independent judgement, and knowledge of CASL's activities and staff responsibilities.

DUTIES AND RESPONSIBILITIES

- Assist the Manager of Program Impact and Evaluation in overseeing the development and implementation of vision, policies, plans, procedures, and automated processes for CASL's Salesforce case management system. Along with maintaining the platform and provide support for integrated and aligned case management tools and assessments, user subscriptions and training.
- Establish a formal data request process for users that ensures information requests are tracked and completed in a timely manner.
- Conduct quality control measures and audits to ensure the reliability of data collection, system security and confidentiality is maintained by analyzing data and reports, isolating problems and addressing issues.
- Administers ongoing data clean-up including database de-duping, address updates, data cleanup, and data batch processing to ensure up-to-date accuracy.
- Document procedures for user account management and assist the Manager of Program Impact and Evaluation in determining appropriate levels of access and facilitate end user access/security to ensure efficient flow of data, smooth integration between systems and the confidentiality and security of information.
- Document training process and keep records of staff training and usage of CASL's Salesforce system.

- Conduct research in program evaluation models, tools, best practices and literature to assist in identifying opportunities to improve analytical approaches and tools.
 - Prepare and assist with the production of financial, analytical and demographic queries and reports.
 - Assists management and staff in providing information and deciphering data from CASL's Salesforce system to support the development mission of senior management, fundraisers and CASL staff members.
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Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

MINIMUM REQUIREMENTS

Education/Experience:

- Bachelor's Degree in Business, or Computer Science or related field required.
- Knowledge and experience in Salesforce or other database strongly preferred.
- 1-3 years' experience in Research and/or Program evaluation in Nonprofit organization required.

Skills/Knowledge:

- Strong analytical and problem-solving skills.
- Excellent office suite software, including word processing, spreadsheet and communication applications.
- Strong interpersonal skills with good oral and written communication skills.
- Experience working independently and as a team lead in a results-oriented environment and demonstrating flexibility in meeting shifting demands and priorities.
- A high degree of creativity, energy, and initiative.
- Bilingual in Chinese/English a plus.

Physical Demands:

- Occasionally lift or move objects weighting about 20 pounds.

Environment and Scheduling:

- Work is performed during standard business hours, Monday through Friday, in an administrative office setting.
- Must be flexible and available to work additional hours when necessary.

CASL is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, ethnic or national origin, or any other status protected by State and Federal Law.