JOB DESCRIPTION

Job Title: Data Management Associate Date Developed: August 2013
Division/Department: Operations/Administration Date Revised: October 2016
Classification: Non-Exempt Reports To: Director, Clinical Services

PURPOSE OF POSITION: This position provides data entry and day-to-day support for data management procedures in company’s Case Management and Fund Raising systems in a manner which reflects the mission, philosophy and policies of Covenant House Missouri.

SUMMARY OF DUTIES:
(Responsibilities to include but not limited to the following)

• SYSTEM ADMINISTRATOR – Provides site administrator duties for Efforts to Outcomes (ETO) and Donor Perfect database systems to maintain system integrity and ensure system effectiveness as directed by Program leadership. Responsible for communications to staff and leaders about updates and changes to database systems in a timely and effective manner. Acts as site liaison for ETO with Covenant House International (CHI) regarding program outcomes, regular and special reports.

• MAINTENANCE AND TRAINING – Maintains databases by planning, monitoring and improving quality of client data. Provides technical assistance and ongoing training to new and existing staff on ETO as needed and requested. Coordinates staff training regarding data tracking and compliance issues with ETO.

• DATA MANAGEMENT – Work collaboratively with funders/contract specialists and support staff to ensure accurate entering of data as per requirements. Gathers required information and provides data entry in support of grant reports, billing, and data sorting. Remains up to date on policies and requirements for data to be submitted to various funders. Manage databases, provide updates, support and upgrades as needed. Assists with data entry and acknowledgement correspondence related to donors using donor database system.

• REPORTING – Builds and prepares various reports in multiple systems in support of program effectiveness. Assist department heads in generation of, and submission of reports. Prepares and submits reports to senior management on a regular basis and as requested that demonstrates outputs, outcomes and trends on the quality of client data and operation issues.

• LIAISON – Point of contact with outside IT vendors and assist with other vendors related to phone systems and general office equipment such as but not limited to postage machine, copiers, telephones, computers, and printers. Responsible for setup and ongoing maintenance of all new and existing users in computer, phone and email systems.

• ADMINISTRATION – Assist other staff members in other general administrative duties as needed.

• Other duties as assigned.
SUPERVISORY DUTIES
This position does not supervise any other position.

WORKING RELATIONSHIPS
Regular contact with CHMO staff, visitors, outside vendors, and suppliers.

KNOWLEDGE/SKILLS/ABILITIES

Education & Experience
A High School diploma or equivalent required, an Associate’s or Bachelor’s degree preferred. Minimum two years general operations and office experience required.

Knowledge/Skills
- The ability to handle numbers, gathering statistical data and being able to analyze, interpret and present it in a clear and accurate way.
- Proficient ability to relate to, and feel comfortable with, people at all levels and to be able to make and maintain good working relationships with co-workers, supervisors, representatives of other agencies, and the public.
- The ability to verbally express ideas in a way that is easily understood by others who are unfamiliar with the topic, including delivering a presentation, giving accurate information or acting as a spokesperson.
- The ability to write concisely and convey meaning in a manner appropriate to different readers, presenting a persuasive argument.
- Flexible team player who thrives in environments requiring ability to effectively prioritize and juggle multiple concurrent tasks.
- The ability to work cooperatively with others to achieve shared goals, showing diplomacy and flexibility when there are conflicting opinions; support other people’s performance to achieve the best possible results.
- The ability to relate to your coworkers, inspire others to participate, and mitigate conflict with coworkers.
- The ability to design, plan, organize, and implement projects and tasks within an allotted timeframe.
- Results driven achiever with effective planning and organizational skills, along with a high degree of detail orientation.
- Uses logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- The ability to follow policies, regulations, and laws pertaining to the delivery of human services.
- Proficiency in Microsoft Office applications (Word, Excel, Outlook, PowerPoint, and Publisher), Internet, and database applications.
- General knowledge of administrative practices and program evaluation.
- Requires considerable concentration and moderate eye strain and interruptions.
- Moderate noise level.
- Occasional travel between sites.
- Considerable sitting, light lifting, bending, and walking.

I understand that the statements included in this document are intended to describe the general nature and level of work being performed by individuals in this position, and that they are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Further, this job description does not state or imply that this is a contract between the individual in this position and Covenant House Missouri.

Employee Signature and Date: _______________________________