

RIDE CONNECTION POSITION DESCRIPTION DATA ANALYST

Position Title: Data Analyst
Position Reports To: Service Planning Supervisor
Full-Time Equivalent: Full Time
Positions Supervised: None
Status: Non-exempt

Position Summary

The role of a data analyst is someone who has the knowledge and skills to turn raw data into information and insight, which can be used to make business decisions. They will also monitor performance and quality control plans to identify improvements.

Core Accountabilities

Agency Values – Consistently demonstrates Ride Connection values in all business interactions and performance. Ride Connection has identified the following as our agency values

- Recognize, nurture and appreciate our customers and staff, paid and volunteer.
- Maintain collaborative relationships with Service Partners.
- Deliver safe, personalized transportation options.
- Assure honest, reliable and accountable business relationships and practices.

Teamwork – Exhibit spirit of cooperation, showing adaptability and flexibility. Support team goals, assist co-workers and show appreciation for others. Communicate effectively and kindly with others.

Respect and Caring – Consistently and respectfully interact with others in a compassionate and professional manner. Maintain confidentiality.

Effective Use of Resources – Use office and position resources effectively. Make efficient use of the time and talents of others.

Initiative – Show independence and ingenuity. Demonstrate creativity in problem solving, contributing new ideas and solutions.

Lead by Example

Major Duties and Responsibilities

- Works with IT and management team to identify process improvement opportunities, propose system modifications, and devise data governance strategies.
- Develop, produce, implement and maintain department dashboards and reporting tools that convey status of key process and outcome metrics for program management and evaluation
- Develop and implement data collection systems, data analytics and other strategies that optimize statistical efficiency and quality
- Interpret data, analyze results using statistical techniques and provide ongoing reports to identify opportunities for programmatic improvements.
 - Collaborate with department, internal and external partners to support program reporting and evaluation requirements.
 - Collaborate with staff to design monthly status reports, initiate data collection from users, and maintain reporting schedule.
- Respond to requests for program and evaluation data for a variety of uses such as visual management boards, dashboards via excel graphs, , and other general visual and verbal communications that best supports the request/needs.
- Acquire data from primary or secondary data sources and maintain databases/data systems
- Set-up and maintain data protocols and workflows to pull data for specific requests.
- Perform analysis to assess quality and meaning of data
- Uses statistical tools to identify, analyze, and interpret patterns and trends in complex data sets that could be helpful for the diagnosis and prediction
- Identify, analyze, and interpret trends or patterns in complex data
- Filter and “clean” data by reviewing computer reports, printouts, and performance indicators to locate and correct code problems
- Work with management to prioritize business and information needs
- Locate and define new process improvement opportunities
- Represents Ride Connection in a professional manner to our service partners, our funders, and the community
- Ability to effectively communicate the mission and purpose of Ride Connection
- Develops, maintains and enhances relationships with Ride Connection staff, partners, customers, and supporters
- Provides superior quality customer service to ensure that each person who requests Ride Connection service is treated with dignity, respect and patience
- Participates in required training programs and attends all staff meetings as required

- Activities of this position actively support inclusive practices that determine the needs and preferences of our target population
- Adheres to current Ride Connection Personnel Policies
- Performs other duties as assigned

Required Qualifications

- Strong mathematical skills to help collect, measure, organize and analyze data
- Proven working experience as a Data Analyst or Business Data Analyst
- Technical expertise regarding data models, database design development, data mining and segmentation techniques
- Strong knowledge of and experience with reporting packages (Business Objects etc), databases (SQL etc), programming (XML, Javascript, or ETL frameworks)
- Knowledge of statistics and experience using statistical packages for analyzing datasets (Excel, SPSS, SAS etc)
- Strong analytical skills with the ability to collect, organize, analyze, and disseminate significant amounts of information with attention to detail and accuracy
- Adept at queries, report writing and presenting findings
- Excellent communication and presentation skills
- Ability for critical thinking
- Creativity
- Having a systematic and logical approach to problem-solving
- Ability to communicate professionally, effectively and pleasantly on the phone, and to take and relay complete messages
- Strong organizational skills and ability to manage multiple responsibilities within a specified timeline
- Excellent interpersonal, oral and written communication skills with the ability to exercise good judgment, courtesy, and tact in public contact and handling problems
- Ability to work as a team member with a diverse group of people
- Ability to understand and follow written and oral instructions
- Ability to give clear and concise directions, both orally and in writing
- Ability to work independently on assigned tasks and to make decisions with minimal supervision by prioritizing and organizing tasks
- Ability to meet prescribed deadlines
- Ability to adapt to a rapidly changing environment
- Effective problem-solving skills
- Effective listening skills
- Must have access to reliable transportation for employment purposes If using personal vehicle, must maintain proof of auto insurance and comply with State regulations
- Maintain a driving record that meets or exceeds Ride Connection's driver standards

- Ability to pass a National Criminal Record Check which includes fingerprint identification

Preferred Qualifications

- Experience working with older adults and people with disabilities
- Experience and passion working for a Non-Profit organization

Physical Requirements

- Repetitive motion
- Prolonged sitting
- Office environment
- Extensive visual/hearing involvement
- Extensive telephone verbal communication
- Occasional lifting of items from below the knees or above the shoulders
- Occasional lifting up to 40 pounds

Note: This job description is intended as a guideline, only, and does not limit in any way the duties or responsibilities of any employee. Nothing herein shall be construed as a contract of employment, expressed or implied. All employment may be terminated at will, with or without cause.

Ride Connection is an Equal Opportunity Employer.