

RIDE CONNECTION POSITION DESCRIPTION

Data Analytics Manager

Position Title:	Data Analytics Manager
Position Reports To:	Chief Planning & Programs Officer
Full-Time Equivalent:	Up to 100%
Positions Supervised:	None
Status:	Non-exempt

Position Summary

The Data Analytics Manager plays a crucial role in leading Ride Connection's efforts to utilize data for informed decision-making and strategic planning. This position requires a blend of leadership, technical expertise, and strategic vision to drive our data analysis strategies and initiatives. This position supervises the Service Data Specialist Team, consisting of two Service Data Specialists.

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 – short description missing here?

Major Duties and Responsibilities

- **Leadership and Strategy:**
 - Develop and implement a comprehensive data management and analysis strategy aligned with the organization's overall goals.
 - Provide data leadership and guidance, fostering a culture of collaboration, innovation, and continuous improvement.
 - Stay updated with industry trends and emerging technologies related to data analysis, and proactively recommend innovative approaches to enhance data analysis capabilities within the organization.
 - Supervises the **Service Data Specialist Team**.
- **Data Analysis and Insights:**
 - Lead efforts to extract meaningful insights from data through analytics and data visualization techniques.
 - Collaborate with teams to understand their data needs and provide actionable recommendations based on data analysis.
- **Data Quality and Integrity:**
 - Implement and monitor processes for data quality assurance to ensure data accuracy and reliability.
 - Identify and address data quality issues, working closely with relevant teams to improve data integrity.
- **Collaboration and Communication:**
 - Collaborate with cross-functional teams to understand their data requirements and provide support for data-driven decision-making.
 - Communicate complex data concepts and insights to non-technical stakeholders in a clear and concise manner.
 - Provide guidance and support to team members, fostering a collaborative and results-oriented environment for data analysis initiatives.
- **Data Governance:**
 - Collaborate with stakeholders to define data standards and ensure compliance with regulatory requirements.
 - Collaborates with stakeholders to establish and enforce data governance policies and procedures to ensure the accuracy, consistency, and security of data across the organization.

Required Qualifications

- Bachelor's degree in business, related field or equivalent in education and experience required
- Strong IT systems and database knowledge (i.e., SQL; database design, normalization and management)
- Working knowledge of:
 - GIS tools (ArcGIS, Google Earth, Google Maps) and location-aware technologies
- Advanced knowledge of:
 - Relational database management tools (MS SQL Server)
 - Power BI, or other similar reporting tools
 - Data extraction, presentation, and visualization
 - Business analysis, business management data systems
- Proficient with data mining, performance metrics and reporting, and report writing
- Systems knowledge, documentation and methodical problem solving skills
- Strong interpersonal and communication skills and the ability to work effectively with a wide range of people in a diverse community
- Ability to follow instructions, work under supervision, and multi-task
- Effective and efficient troubleshooting and problem solving skills
- Reliable, possess strong organizational skills with ability to manage multiple simultaneous projects with competing deadlines
- Demonstrated public speaking and presentation skills
- Demonstrated writing skills and the ability to write articulately about Ride Connection's programs, mission and vision
- Must have access to reliable transportation for employment purposes which may include evenings and weekends. 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
- Demonstrated computer skills, and proficient with the Microsoft Office environment and related software
- 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 pass a National Criminal Record Check which includes fingerprint identification
- 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
- Represent the organization in a professional manner to service partners, funders, and the community.
- Effectively communicate the mission and purpose of the organization.
- Develop, maintain, and enhance relationships with staff, partners, customers, and supporters.
- Provide superior quality customer service.
- Participate in required training programs and attend staff meetings.
- Support inclusive practices that determine the needs and preferences of the target population.
- Adhere to organizational personnel policies.
- Perform other duties as assigned.

Preferred Qualifications

- Ability to speak other languages, in addition to English
- Experience in demand-response public transportation
- Transportation program management
- Comprehensive knowledge of the area
- Experience working with older adults and people with disabilities
- Experience and passion working for a Non-Profit organization

Physical Requirements

- Repetitive motion
- Prolonged sitting
- Frequent use of the computer
- 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.