



JOB DESCRIPTION

Job Title: Data Quality Specialist	Department: All
Reports to: Assistant Director of Performance	Job status: Exempt

JOB SUMMARY

The Data Quality Specialist works in collaboration with all data entry staff to help with technical assistance and day to day data responsibilities. The Data Quality Specialist works closely with the Assistant Director of Performance and will be responsible for monitoring data integrity; cleaning data coming in from various sources (Google Workspace, Jobs4TN, Salesforce, CoactionNet, TOPSpro, DRC Insight, etc.); and curating reports that inform both low- and high-level process execution and organizational strategy.

The Data Quality Specialist should have an advanced understanding of Google Sheets or Excel, JavaScript (GAS), Looker Studio or Power BI. Experience with Salesforce, Jobs4TN, and CoactionNet preferred; experience in Adult Education or Case Management is also preferred.

The Data Quality Specialist should model HopeWorks values and ethics central to the HopeWorks mission of "Hope in Christ". To be effective in this position, one must be caring, empathetic, conscientious, confidential, culturally-sensitive, and client-centered. This individual should adhere to professional standards as outlined by rules and regulations governing their profession.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Data and Records

- Apply critical thinking and objective analysis to data sets, identify data trends, highlight anomalies.
 - Document data field dictionary/business glossary of objects and fields used by HopeWorks programs
 - Coordinate the migration of data into internal database (Google Suite and Salesforce) from third-party systems
 - Conduct analyses on raw data metrics being collected for specific dashboarding purposes and utilizing visualization tools to build reports for departments and executives
 - Develop and update HopeWorks dashboards
 - Data analysis and report writing for HopeWorks-wide reporting
 - Assist with data clean up tasks such as duplicates and cleaning for warehouse accessibility
 - Assist in managing projects for Google Suite (later Salesforce) optimization and updates
 - Assist in user access management with the timely addition and removal of users
 - Participate in and contribute to HopeWorks and data transformation committees and projects
 - Other case management system and data management duties as assigned
- Manage short and long-term data projects including gathering requirements, developing project timelines, selecting appropriate tools for data cleansing, analysis, and visualization.
- Create reports in the database to share updates with the HopeWorks learning locations as well as supporting data projects to share with board and funders (as applicable)
- Documentation, evaluation, and reporting of current data collection items and provide suggestions for improvement.

- Provide HopeWorks staff with technical assistance and evaluation oversight.
- Work in conjunction with the Assistant Director of Performance to assess various departments' current level of documentation and potential areas for growth.
- Work with the Assistant Director of Performance to develop annual goals and plans for outcome and key performance indicator metrics; make recommendations for strategic planning over outcomes.

EDUCATION & RELATED WORK EXPERIENCE	
Education Level:	
High School Diploma or Equivalency Required; Bachelor's Degree preferred.	
Years Related Work Experience:	
Two (2) years related experience in adult education or case management preferred.	

REQUIRED SKILLS AND KNOWLEDGE		
	REQUIRED	PREFERRED
Experience in Adult Education or Case Management		X
Experience using statistical computer languages (JavaScript, R, SQL, etc.) to manipulate data and draw insights from large data sets.		X
Experience working with data security measures and architecture.		X
Experience using visualization tools such as Looker Studio, Tableau, and/or Power BI		X
Experience using different data platforms like CoactionNet, Salesforce, etc.		X
Excellent interpersonal skills demonstrating an ability to establish a positive relationship with staff, board, community volunteers, donors, etc.	X	
Time Management and Demonstrated ability to meet deadlines	X	
Experience in data monitoring, cleaning, and analysis for varying audiences.	X	
Demonstrated ability to work under pressure	X	
Must be able to answer to multiple demands from multiple directions simultaneously in a strength-based manner.	X	
Deal with confidential information on a daily basis and must respect the nature of the data.	X	
Skill in operation of general office equipment (fax, copier, scanner, multi-line phone system, etc.)	X	
Flexible and adaptable in various situations and environments	X	
Speed of Closure-Ability to quickly make sense of, combine, and organize information	X	
Work as part of a team	X	
Participate in local and state activities and professional development	X	

WORK ENVIRONMENT/PHYSICAL REQUIREMENTS

Able to Remain in a stationary position, often standing or sitting for prolonged periods. Able to work with distracting noise levels, such as from students and office equipment.

Job Responsibilities

The above statements reflect the general duties, responsibilities and competencies considered necessary to perform the essential duties & responsibilities of the job and should not be considered as a detailed description of all the work requirements of the position. HopeWorks may change the specific job duties with or without prior notice based on the needs of the organization.

ACKNOWLEDGEMENTS

Creation Date: Feb 1, 2021

Revision Date: Nov 27, 2024

Supervisor: I have approved this job description and reviewed with my employee.

Signature:

Date:

Employee: I have reviewed this job description with my supervisor and acknowledge receipt.

Signature:

Date:

Human Resources:

Signature:

Date: