



MINISTRY DESCRIPTION

Title: Data Analyst/Developer
Department: Data Development
Reports to: Senior Director-Data Development

Schedule: Regular, Full-time
FLSA: Exempt

Ministry Function:

Data Analyst/Developer position is responsible for transforming numerical data into usable information to assist Convoy of Hope in making better business decisions. The analyzed information leads to insight about donor information and giving patterns, which in turn increases returns. Additionally, the Data Analyst creates and initiates new ways of thinking about fundraising initiatives, collection of online data, develops reports and metrics that present data in a useful format for multi-department needs, and holds knowledge of databases.

Essential Duties and Responsibilities:

1. Utilizes strong analytical and data management skills to create Key Performance Indicator reports for Executive Leadership and other reports as assigned.
2. Monitors data integration and identifies and resolves problem areas using Data Modeling and Migration tools.
3. Helps architect new initiatives to be efficient in collecting data into CRM and reporting out of CRM or interface with other DB within the organization.
4. Provides in-depth look at performance (ROI) of fundraising direct mail, email strategies and events.
5. Establishes efficient ways to improve planned giving identification.
6. Helps maintain health of database by offering support and ideas.

Required Knowledge, Skills, and Abilities:

1. Bachelor's degree preferred; High School diploma or equivalent required.
2. 3+ years experience with data analysis and/or database administration.
3. Salesforce.com certifications highly desirable (Administrator, Developer).
4. Strong analytical and data management skills required.
5. Experience with Data Modeling and Migration tools.
6. Development experience using Eclipse, Apex, Visualforce, Workflows, Triggers, SML, SOQL, and SQL.
7. Strong proficiency in working with software programs and high proficiency in Microsoft Excel.
8. Experience with large Constituent Relationships Management systems.
9. Ability to successfully multitask, efficiently and accurately completing each project within time deadlines.
10. Communication skills for clear explanation of reports and data sets.
11. Serve as an advocate for the ministry, striving to nurture, broaden and develop financial and other resource opportunities to support and expand organizational and program ministry.
12. Ability to positively represent the ministry of Convoy of Hope, including its mission statement and core values, to all outside constituencies.

13. As a Christian organization, Convoy of Hope believes it is critical that each staff member embraces the organization's religious purposes for which it exists and not only agrees with its Statement of Faith but demonstrates it in their lives on an ongoing basis.

Supervisory Responsibilities: None at this time.

Created: October 10, 2016
Revised: April 7, 2017