

Flourish with carya

Data Support Coordinator

carya – Nurturing The Potential In Every Calgarian.

Calgary is a complex city. Whether facing a volatile economy, a diversifying population, a fiery political climate, or the high-altitude weather, this community has always existed in a constant state of flux. This can lead to periods of struggle for many Calgarians at certain stages of their lives, creating a great need for support.

For over 100 years, **carya** has worked tirelessly to meet this demand, providing members of our community the tools they need to be stronger, more connected, and more resilient. Today we offer members of our community over 40 programs for individuals and families at all stages of life – from mental health, to family services, and beyond.

Everyday, we deliver and grow these services with the help of our amazing partners, donors and team members. All of us united in the belief that stronger more connected individuals create stronger more connected communities.

Position Summary

This position reports to the Project Manager and is a cross functional role that provides data support in all areas across the organization. The Data Support Coordinator is an advocate for the Penelope CRM and helps to appropriately expand its use and its ability to inform organizational decision-making. The Data Support Coordinator also provides data and analytical support to improve data collection processes, provide guidance and support on data management, assist internal stakeholders in data visualization and report generation, and leverage data to clearly articulate the impact of **carya** programming and activities to a variety of audiences.

Responsibilities

- Maintain a secure database (e.g. authorization, access, user account maintenance) to ensure the integrity of data collected and stored
- Triage database related requests, perform troubleshooting, and address queries delivered to the data/evaluation helpdesk email inbox
- Create efficiencies in the way data is collected, managed, and interpreted within the organization
- Develop and prepare user materials to provide instruction documentation and reference, process map, and flow chart
- Train staff on data and evaluation related software and processes
- Be the primary contact person with software providers and external contractors related to data and evaluation
- Provide expert advice, support and data insights to key staff
- Assist with developing ad hoc reports of varying levels of complexity through specific BI tools and presentations to the management team
- Perform other related duties as assigned to ensure the efficient and effective functioning of data processes

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Qualifications & Experience

- Bachelor's in either Data Science, Data Analytics, Evaluation, Research or other related discipline, or other equivalent qualifications
- Related post-secondary education in psychology, social work or other social science disciplines would be considered as an asset.
- Demonstrated experience in information systems and database management and ideally, practical experience in research and data analysis.
- Proven experience in data analysis and reporting including DAX, SQL programming, and BI tools
- 3 years' experience in managing data and evaluation processes, preferably in the not-for-profit sector
- Experience with using CRM software, business intelligence software and data management software
- Demonstrated respect for confidentiality and strong sense of professional ethics

Technical Skills

- Ability to generate reports that articulate clearly program insights and impact
- Ability to think analytically
- Excellent interpersonal and verbal communication skills
- Ability to present to a variety of audiences
- Proficient in the use of MS Office, especially Excel and the array of functions necessary for transforming and analyzing data
- Highly organized and able to manage time efficiently
- Ability to work independently, as part of a team and with people of varying technical skills
- Ability to pay a high attention to detail with an analytic orientation
- Ability to be creative, take initiative and get excited about the power of data in a social services context
- Ability to communicate effectively complex concepts

Please note the successful candidate must successfully complete a Criminal Record Check and Vulnerable sector clearance.

The safety of **carya** employees and clients is our top priority. All employees will be required to be fully vaccinated against Covid-19 as a condition of employment. Proof of ineligibility will be required.

Hourly Flexible (average of 37.5 hours per week)

\$27.91 - \$33.62

Closing Date

Until Suitable Candidate is found

If you are seeking a genuine challenge in a workplace where excellence is valued and the atmosphere is supportive, please send your résumé, with job title in the subject line, to: hr@caryacalgary.ca.

carya is an equal opportunity employer. Persons from diverse groups are encouraged to apply. We wish to thank all applicants for their interest, however, only those selected for interviews will be contacted.