Job Description: Data Manager
August 16, 2022

**FLSA Classification:** Non-Exempt  
**Full/Part-Time:** Full-time  
**Reports To:** Executive Director

**Job Summary**  
At Syracuse Northeast Community Center, we engage, grow, and connect neighbors.

The Syracuse Northeast Community Center Data Manager will develop, oversee, organize and analyze data and data systems at SNCC working with all program staff to develop systems, procedures, and policies for data management. The Data Manager will ensure that all data collected is done in a timely manner with the utmost security and confidentiality. This individual will develop our Salesforce database, run reports and dashboards, draw conclusions based on data collected, and report findings to the Executive and Deputy Directors, the Director of Workforce Development, and the Board of Directors.

The Data Manager will be self-directed, collaborative, supportive of other staff in learning to utilize Salesforce and other data tools, and have the skills to develop data systems in Salesforce and other systems that grow SNCC programs to best serve our neighbors.

Syracuse Northeast Community Center is an equal-opportunity employer focused on developing the most diverse, equitable, and inclusive staff to best serve the needs of our neighbors.

**Benefits**
- SNCC pays 85% of Excellus Gold healthcare plan, 100% of Bronze 4
- SNCC pays 100% Excellus dental and vision plan
- Employees are eligible for PTO after 90 days, beginning at 20 days/year
- SNCC contributes 3% to staff 401(k) funds beginning at 6 months of employment

**Vaccination Policy — On-Site Staff**

*Staff members, volunteers, interns, sub-contractors, consultants, and all others providing SNCC program services on-site or in the community must provide proof of full COVID-19 vaccination prior to beginning work for SNCC.*
Essential Job Duties and Responsibilities

- Evaluate, design, develop and modify SNCC’s data infrastructure (primarily Salesforce) to enhance data analysis for internal reporting and management
- Collaborate with the Executive and Deputy Directors to create evaluative tools for data collection and analysis to measure program performance
- Provide ongoing training, support, and education to all staff in usage of Salesforce and other data and technology platforms
- Oversee integration of new technology and initiatives into data standards and structures
- Create Salesforce program modules, log data, produce reports and dashboards, and other data entry and management responsibilities
- Facilitate staff usage of the Unite Us referral platform
- Attend professional development as directed by the Executive and Deputy Directors as well as on their own initiative
- Work with other staff to learn the essentials of all SNCC programming, assisting when needed as directed by the Executive Director and Deputy Director
- Other duties as assigned by Executive and Deputy Directors
- Engage in training to become a Salesforce Administrator

Supervisory Responsibilities

There are no supervisory responsibilities associated with this position.

Minimum Qualification Standards

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Associate’s Degree required, Bachelor’s Degree preferred
- 2 years’ experience in Data Analysis preferred
- Experience in using Salesforce required
- City of Syracuse resident with strong community connections preferred
- Excellent verbal and writing skills required
- Must be self-directed, able to prioritize activities, and manage time well
- Must be punctual to work and off-site meetings
- Must have strong problem-solving skills
- Must demonstrate a professional, welcoming, compassionate, demeanor
- Must have the ability to work collaboratively
- Ability to work an adjustable schedule and attend meetings and other events

Certificates and Licenses

- Valid and clean NYS driver's license preferred
- Able to pass criminal and DMV check upon hire
Equipment, Machines and Software Used
This position requires the regular use of a computer, printer, photocopier, telephone, fax machine, scanner, calculator and postage meter. This position requires ability to word process, use spreadsheets, design presentations, coordinate an online calendar, utilize Salesforce, and willingness to learn other software.

Working Conditions and Physical Demands
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to travel regularly throughout the service area with occasional exposure to outside weather conditions
- Ability to work at a computer for extended periods and to attend meetings

Disclaimer

- All requirements are subject to modification to reasonably accommodate individuals with disabilities.
- This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor.
- SNCC reserves the right to add to or revise an employee's job duties at any time at its sole discretion.
- As with all positions at the SNCC employment is “at will.” Employees work closely with supervisors over a three-month orientation, at the end of which a performance evaluation will be conducted.
- This document does not create an employment contract, implied or otherwise, other than an “at will” employment relationship.

Interested applicants, please send resume and cover letter to Patty Sullivan, Deputy Director at psullivan@snccsyr.org.