

Gleaners Community Food Bank and Forgotten Harvest Contract Scope of Service

Job Title:	Full-Time Data Analyst
Reports To:	Gleaners Community Food Bank Link2Feed Program Lead, with oversight by Chief Operating Officers of Forgotten Harvest and Gleaners Community Food Bank (FH/GCFB)
FLSA Status:	Exempt
Contract Duration:	One year

Description

Lead/facilitate implementation of business intelligence system for client data management – bridging data from Link2Feed and other agency systems; creation of data analytics/visualization for FH/GCFB management to turn data into actionable insights; educate/train FH/GCFB staff.

Essential Duties and Responsibilities

Implementation

- Learn and maintain expertise in the business intelligence software used by the food banks
- Support food banks in the use of business intelligence software

Reporting

- Coordinate and communicate between food banks, other data owners, and the business intelligence software organization
- Build and maintain tabular and/or visualization reports for regular and/or automated reporting and analysis
- Support the food banks with ad hoc reporting

Analysis

- Work alongside teams within the food banks to understand operational and strategic needs
- Work with a variety of data sources - extracting knowledge and actionable information
- Identify patterns and trends in data sets

Administration

- Help form data management and governance processes
- Build processes to catch data integrity issues
- Identify opportunities to improve data and food bank processes

- Define new data collection and analysis processes
- Document processes
- Perform data validation/quality assurance analysis
- Train food bank personnel on the skills needed to maintain data analytic processes

Demonstrate and support the Gleaners and Forgotten Harvest missions, visions and values.

Other duties as assigned.

Scope of Position

Budgetary Responsibility:	Moderate
Personnel Responsibility:	Low
Access to Confidential Info:	High
Supervisory responsibility:	None
Donors:	Low
Volunteers:	Low
Partner Agencies:	Moderate
Outside Vendors:	High

Key Required Experience and Qualifications

- BA or BS in information management, statistics, math, computer science, physics or other technical related field
- Minimum of two years supporting business operations in an analytics capacity
- Strong analytical skills with the ability to collect, organize, analyze, and disseminate significant amounts of information with attention to detail and accuracy
- Comfort in a complex data environment and understanding of data structures
- Experience with SQL and Excel
- Experience with data visualization
- Familiarity with data warehouse environments
- Strong ability to troubleshoot and resolve data issues
- Be a passionate problem solver - breaking down problems, developing analytical insights and communicating insights in a clear and visual manner to a wide variety of internal and external stakeholders
- A love for insights and innate curiosity
- Excellent verbal and written communication and interpersonal skills