



## Child Care Aware of Washington

### Job Description

**Position Title:** Database and Reporting Analyst      **Reports To:** Director of Data and Evaluation

**Employment Status:** Full-time      **FLSA Status:** non-exempt

**Summary Description of Position:** The administrator’s primary responsibilities include managing relevant databases, researching and designing system improvements, implementing complex systems development, supporting user adoption, identifying creative technology solutions, and reporting data and information. The administrator will collaborate with the Director of Data and Evaluation, the Business and Data Analyst, and Child Care Aware of WA program teams, and will serve as the primary contact for contracted partners on database revisions when applicable. Additional duties include responding to ad hoc data requests, and serving as internal developer, implementing/building solutions in response to business needs, communicating about data and database functionality with non-technical audiences. Key tools include Salesforce, Sage, Qualtrics, Excel, Power BI, and other CRM software such as Smartsheet’s and Solidarity Tech.

Position requires hybrid work environments (in Tacoma office twice a week)

#### Agency Competencies and Skills Required for this Position:

- Database maintenance and prioritization of enhancement requests.
- Information-gathering and monitoring
- Experience with website data, data products, and dashboards for public/media use, including the ability to integrate data visualizations into existing websites or CMS platforms
- Ability to manage multiple concurrent projects
- Interacts effectively with multiple levels of constituents
- Maintains confidentiality & professional judgement
- Exhibits strong emotional intelligence, responds well to direct and candid feedback, and uses feedback to support continuous growth and improved performance.
- Takes initiative, works independently, maintains priorities & meets deadlines
- Accuracy and attention to detail
- Engages with professional development resources to independently learn new administration and development skills for current or new databases including third party apps as needed
- Effectively navigates available support teams to solve complex technical issues
- Supports the conduction of research and advice on database solutions to improve business practices.
- Technical Assistance and customer service for program staff and all program implementation participants in use and accessibility of data tools Familiarity with accessibility and equity is the best practices in public data reporting.
- Demonstrates objectivity in decision-making, evaluates information without bias, and pursues practical, mission-driven solutions. Balances problem-solving with organizational values and long-term goals



#### **Essential Functions:**

1. Administration of key databases, primarily a Salesforce-based system, including supporting regular maintenance and systems improvements.
2. Collaborate with data team and program teams to understand database utilization and research new database functionality or design (including third party apps when applicable) that optimizes database relevance and performance for those programs.
3. Identify business processes that can be improved through technology and consult with stakeholders to establish recommendations and requirements for new or changing initiatives.
4. Support database system design projects with external consultants.
5. Complete multiple regularly scheduled reports to funders, organizational leadership, and program staff both accurately and timely.
6. Prepare ad hoc reports and analyses in response to requests or program needs.
7. Develop new reports and visualizations (online and public facing) and tools for collecting, storing, and using data to operate and improve programs. Work to enhance reporting tools and processes to streamline reporting processes and timelines.
8. Maintain and update user guide for data entry into various databases; develop new user guides for additional systems.
9. Provide training and technical support to users of critical data systems; monitor and respond quickly and effectively to requests received from users.
10. Conduct data quality monitoring and coordinate data cleanup efforts.
11. Other duties as assigned.

#### **Work Experience and/or Training:**

- Required Experience with Salesforce data administration. Including familiarity with custom objects, field management, page layouts, profiles and permissions, and reporting.
- Preferred experience with process builder, flows, visual force, and apex programming.
- Preferred experience with salesforce integrations with third party apps, such as Form Assembly, Sage.
- Advance knowledge and experience with MS Office products, especially high proficiency in Excel, Power BI, statistical software, and/or other tools and systems used by CCA of WA preferred.
- Knowledge of/familiarity with Agile processes and systems preferred
- Ability to work collaboratively with a range of staff across different programs, teams, and levels (from direct service staff to organization leadership)
- Experience performing CMS-based website updates and content maintenance, along with customer service, end-user support, and training.
- Creating and maintaining database documentation including data dictionaries, and data management SOPs and practices
- Capacity for independent, resourceful problem-solving and fast learning.
- Ability to work independently, set and maintain priorities, manage multiple tasks, and meet deadlines.



Bachelor's degree is preferred with 2 years of relevant work experience, or 4 years of relevant experience in lieu of a degree. Degree may be in any related field

Recommended Pay band: \$70,000 – \$76,000

Expected Hiring Range for 2-4 years exp: \$71,000 – \$75,600