



## Database & Evaluation Coordinator JOB DESCRIPTION

**Position:** Database & Evaluation Coordinator

**Reports to:** Chief Strategy Officer

**Status:** Full-time (expected 40 hours/week), Exempt

**Summary/Description:** The Database Coordinator supports RHI in solidifying and utilizing a CRM, Microsoft Excel and other databases as mechanisms for its program and participants reporting. In this role, the Coordinator will provide administrative support to program teams to ensure that the database is fully maximized, and that staff members are using it efficiently. This is an opportunity for someone who is very detail oriented and organized to enable RHI to use data to evaluate and tell the full story of its programs' impact on the community.

This person will get to know RHI's database(s) inside and out, and will be an advocate for it, working to convert all staff into avid adopters. The Coordinator will be responsible for implementing quality control measures to ensure the accuracy and integrity of the data while supporting evaluation & reporting of services.

**Our Current Database System: Salesforce, Excel.**

The responsibilities of the Database & Evaluation Coordinator include but are not limited to:

### Database Administration & Management

- Build out a Salesforce platform to align program data and evaluation needs using custom apps and objects, formulas, workflows, validation rules, users, visual flows, process builders, reports and dashboards
- Handle administrative functions in Salesforce applications including maintenance & ongoing management of up-to-date RHI participant data
- Support data quality & integrity, merge error logs, record and user administration.
- Assist in orientation, onboarding & training of new users, to upkeep data fidelity across the organization
- Effectively act as the liaison between users, vendors and the application development teams
- Hold regular check-ins with program team as needed to monitor & support submission of required data by program staff
- Manage & Support data integrity between online and offline databases, ensuring accurate data flow
- Recruit, hire, train, and supervise internal or external evaluation consultants, as

necessary.

- Foster a team-oriented, supportive, accountable work environment at RHI
- Represent RHI at local events, community gatherings, or workshops and training

### **Data Reporting & Evaluation**

- Provide leadership and strategic direction on how to incorporate racial justice indicators in program plans
- Actively participate in and influence discussions around reporting requirements, data collection, data visualization and data analysis
- Coordinate the design and administration of surveys by supporting the planning, reviews, editing, and interface of the survey on technology platforms (e.g., Survey Monkey)
- Assist with the design of research protocols
- Assist with gathering, organizing/categorizing, and maintaining all evaluation and research data and files
- Follow up with individuals and programs for information relevant to evaluation and research projects, as needed
- Prepare materials for, and participate in and/or conduct meetings, interviews, and focus groups as it relates to data collection & evaluation
- In collaboration with RHI's Chief Strategy Officer, identify research and evaluation findings and make recommendations

### **Experience & Qualifications**

- Bachelor's degree required
- Passion for RHI's mission and vision
- Experience working with racially, culturally, ethnically diverse people, and demonstrated experience working on racial justice related projects
- At least one to two years of professional experience, preferably in a non-profit, start-up, or resource constrained setting
- At least one to two years of experience with database management, including creating reports
- Certified Salesforce CRM Administrator or Advanced Administrator preferred.
- Research and/or evaluation experience that includes data collection (e.g. through surveys), data analysis (quantitative or qualitative), and data visualization (e.g. with software like Excel, Tableau, or Hive)
- Experience tracking and analyzing data to identify best practices and opportunities for improvement, which will translate to distilling lessons for inclusion in grant proposals
- Excellent writing and editing skills; strong verbal communication and interpersonal skills
- Able to properly and accurately maintain electronic filing systems including important client confidentiality
- Strong computer skills and proficiency with technology including Microsoft Office products, CRM, and databases
- Able to thrive in a busy work environment, be innovative, and make decisions independently.

- Must be able to exercise initiative, independent good judgment, flexibility, discretion, and solid decision-making
- Resident of Red Hook preferred

**Compensation:** The annual salary range for this position is between \$58-62K, commensurate with qualifications and experience.