POSITION DESCRIPTION

POSITION TITLE: Data Insight Manager
REPORTS TO: Chief Program Officer
STATUS: Non-Exempt

COMPANY OVERVIEW

Feeding Tampa Bay food bank is a hunger relief organization who feeds the 700,000 hungry in West Central Florida. The Feeding Tampa Bay food bank is committed to building community awareness and creating an efficient food distribution network in a 10 county area.

SUMMARY

The Date Insights Manager is responsible for the collection of data in our 10 county service area by clients in order to understand how to better serve them. This position will work with our agency partners to implement technology to collect and analyze client-level data. The data will inform conservations with stakeholders and provide insights for improving programs and services.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Implement a cloud-based technology system using a shared database that will produce unduplicated data across our service area.
- Communicate with internal and external stakeholders to socialize the program and manage expectations and acquire buy-in.
- Recruit and train agencies and program sites to participate in the program.
- Manage the collection of data related to the population served and individual-level indicators to facilitate partnerships with social service organizations (health, housing, employment income) within our community.
- Manage the collection of data thru agency partners, clients and program sites in real-time.
- Manage the collection of data on food procurement and distributions to improve performance in the community served.
- Produce reports on a weekly, monthly and annual reports.
- Work with internal departments to identify key data elements of data for collection.
- Develop marketing and recruitment materials for the program.
- Participate in a peer learning group with other network members.
- Work with the National Office to securely share identified client level data.
- Other duties and responsibilities as assigned

QUALIFICATIONS:

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, skills, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE
- Bachelor's degree or equivalent combination of education, training and experience in data collection and analysis.
- Highly motivated and energetic.
- Outgoing personality and the ability to work well with a variety of personalities.
- Excellent communication (oral, written and listening) and interpersonal skills including ability to listen, show respect, incorporate new learning in the workplace and communicate effectively to a variety of stakeholders.
- Ability to appropriately present information and data in written, electronic and oral forms to diverse target audiences.
- Well-developed technical, statistical and qualitative analysis skills related to program planning and evaluation.
- Proficiency in the use of CRM software; (e.g., Tableau) and other data visualization tools
- Demonstrated ability to work independently.
- Ability to simultaneously manage multiple priorities; meet deadlines; and the temperament to work effectively under pressure.
- Proficiency in Microsoft Office applications.
- Willingness to work some weekends and/or adjust work schedule to meet deadlines
- Committed to organizational mission of ending hunger.
- Superior Customer Focus

I have reviewed this job description and understand its content.

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Name

_____ _____
Signature   Date