INTERNAL POSTING - ANALYTICS MANAGER - JOB POSTING

The Mission, Vision, and Values of Sacramento Steps Forward (SSF) is to end homelessness through leadership, convening partners, data-driven best practices, and improving system performance. Our vision is an equitable community where everyone has a safe place to call home. We believe in human-centered, community-inspired solutions, with a focus on equity, transparency, and continuous learning.

The Analytics Manager is a working leader responsible for guiding the analytics team while actively contributing to the organization's data initiatives. This role combines leadership and hands-on technical expertise, ensuring high-quality data analysis, reporting, and insights that drive decision-making. The Analytics Manager fosters collaboration across departments, supervises and mentors team members, and plays a pivotal role in refining data processes and maintaining data integrity. The Analytics Manager balances strategic oversight with direct involvement in frontline tasks, including report generation, dashboard creation, and advanced data analysis.

SSF embraces technology to develop ongoing efficiencies. Currently the office is a hybrid operation. This position will be required to report to the office periodically. **This is a internal job posting and only SSF employees are welcome to apply at this time.**

<u>**Essential Duties and Responsibilities include the following:**</u>

- *Team Leadership* – Provides leadership and direction to the analytics team, fostering a collaborative and high-performance environment. Supervises and supports team members, ensuring they have the resources and guidance needed to succeed.
- *Task Management* – Assigns tasks and manages workloads to balance organizational priorities with team capacity. Ensures timely completion of projects by monitoring progress and addressing any roadblocks.
- *Training and Development* – Delivers training and mentorship to team members on advanced analytical tools and methodologies. Identifies professional development opportunities and supports skill enhancement aligned with team and organizational goals.
- *Collaboration* – Acts as the primary liaison between the analytics team and other departments to understand and meet data needs. Promotes effective communication and collaboration to deliver impactful insights and solutions.
- *Process Improvement* – Leads efforts to refine and enhance data collection, analysis, and reporting processes. Implements best practices to maintain data integrity and streamline workflows.
- *Quality Assurance* – Oversees regular quality reviews of analytical outputs to ensure accuracy, consistency, and adherence to privacy regulations. Addresses discrepancies promptly and implements corrective actions as needed.
- *Performance Metrics* – Establishes and monitors key performance indicators for the analytics team. Uses metrics to drive continuous improvement and optimize team efficiency.
- *Stakeholder Engagement* – Engages with internal and external stakeholders to gather requirements, present findings, and ensure analytics deliverables meet their needs. Communicates insights in a clear and actionable manner.
- *Data Analysis* – Actively contributes to data analysis efforts, applying advanced techniques to generate actionable insights. Ensures alignment with organizational goals and data-driven decision-making.
- *Report and Dashboard Creation* – Develops, reviews, and maintains reports and dashboards to meet stakeholder requirements. Ensures outputs are accurate, comprehensive, and actionable.
- *Project Coordination* – Leads and contributes to analytics components of organizational projects. Ensures alignment with project objectives and deliverables by collaborating with project managers and team members.
- *Technical Expertise* – Develops and implements sophisticated analytical models and tools to enhance the team's capabilities. Leverages software and technologies to perform in-depth data analysis and deliver innovative solutions.

- *Data Interpretation* – Analyzes complex datasets and translates findings into strategic recommendations. Communicates results effectively to both technical and non-technical audiences, ensuring actionable outcomes.
- *Hands-On Contribution* – As a working manager, actively participates in frontline activities, including report writing, dashboard creation, and data analysis. Serves as a role model by maintaining a strong understanding of the technical aspects of the team's work and contributing directly to deliverables.
- Regular, predictable attendance is required.
- Ability to get along and work effectively with others.
- Other duties may be assigned.

Supervisory Responsibilities: Directly supervises employees on the Analytics Team. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Ideal candidates will possess the following knowledge, skills, abilities and experience:
- Collect data using SQL
- Wrangle data using Python
- Present data (reports, dashboards) using Power BI
- Manage projects and tasks using Asana
- Track and manage software development workflows using Jira
- Handle version control and collaborate on code using Bitbucket

Education and/or Experience:
Bachelor's degree (B.A. or B.S.) required; Master's Degree in Public Policy, Nonprofit Management or Strategic Design and Management strongly preferred. At least 5 years of experience working in homeless services, with Department of Housing and Urban Development (HUD) mandates, funding streams, and/or an existing Continuum of Care required.

Compensation and Benefits:
Compensation range $91,800 – $112,200; Planned maximum is at the mid-range at hire, DOE.
Full-time, exempt position with benefits; health, dental, and vision, 401k, accrued time off and paid holidays.

To Apply:
If you qualify, please submit your application, cover letter, and resume to jobs@sacstepsforward.org; once submitted we will be in contact with you. You will find the employment application HERE. **Please note that your submittal will not be reviewed unless all required items are received, including the application, cover letter, and resume**.

The position will be open until January 27, 2025. Please do not contact Sacramento Steps Forward directly. No phone calls or personal visits will be accommodated without an appointment. Staffing and recruiting agencies, please do not respond.

We strive for inclusivity, equity, and diversity by attracting extraordinary people from diverse backgrounds and lived experiences. We promote equal opportunity in the recruitment, selection, training, compensation, promotion, and benefits of all employees.

Sacramento Steps Forward is committed to the principles of being an equal opportunity employer. Sacramento Steps Forward organizational policies, practices, programs, activities and decisions regarding employment are not based on a person's race, color, sex, age, sexual orientation, gender identity, religion, national origin, disability, veteran status, parental status, housing status, or other protected status, in accordance with applicable law.

Sacramento Steps Forward is committed to the full inclusion of all qualified individuals. In keeping with our commitment, Sacramento Steps Forward will take the steps to assure that people with disabilities are provided reasonable accommodations. Accordingly, if reasonable accommodation is required to fully participate in the job application or interview process, to perform the essential functions of the position, and/or to receive all other benefits and privileges of employment, please contact jobs@sacstepsforward.org.