



JOB POSTING

JOB TITLE: Data and Research Coordinator

SALARY RANGE: \$58,240 to \$60,000

CHIRLA offers an excellent benefit package, which includes generous time off, health, dental, vision and 401K plan

FLSA Classification: Exempt/Salaried, full-time, regular

REPORTS TO: Senior Manager, Data Analytics and Programs

START: Immediately

LOCATION: Main Office

The Coalition for Humane Immigrant Rights (CHIRLA) is a nonprofit organization founded in 1986. CHIRLA is a California leader with national impact made of diverse immigrant families and individuals who act as agents of social change to achieve a world with freedom of mobility, full human rights, and true participatory democracy. CHIRLA organizes and serves individuals, institutions and coalitions to build power, transform public opinions, and change policies to achieve full human, civil and labor rights. Guided by power, love and vision of our community, CHIRLA embraces and drives progressive social change.

POSITION DESCRIPTION:

The candidate will work in a two-person team that provides support to the entire organization and requires interdepartmental collaboration. It requires the ability to translate findings from data analyses into programmatic insights. This position is fast-paced. The candidate will receive some training to complete the duties of the job, therefore the candidate must possess curiosity to learn and develop processes and have technical acumen. We are seeking a problem solver who is willing to address continuously-evolving and complex departmental needs.

You will work with program staff to ensure quality collection and dissemination of accurate data and insights gained by monitoring of KPI's or special research projects. Evaluate data captured on Salesforce and other data pipelines and generate reports for program and development inquiries. Provides ongoing data management support to program staff. Under the leadership of the Senior Manager, Data Analytics and Programs; the Analytics and Research Coordinator will further the development of innovative data practices and processes through an inclusion lens.

DUTIES AND RESPONSIBILITIES:

- Work in partnership to build annual and quarterly (story driven) program success reports for key stakeholders that provide a situational analysis of each program based on defined KPI's
- Support development and deployment of immigrant research studies that amplify our understanding of the communities we serve, their needs and priorities
- Co-administer different software platforms to meet the data needs of end users across all the organization including Salesforce.
- Complete periodic data quality audits to monitor all incoming data for errors and omission of required data
- Extract data from disparate sources including relational databases, government databases (including ACS and Census), CRM and survey data to analyze and produce reports that support CHIRLA's Policy and Advocacy efforts





- Analyze and produce complex datasets using a variety of tools, such as statistical, graphical, spreadsheet, survey, and CRM software
- Provides rapid response to data and research inquiries from fellow staff to meet program needs such as media inquiries, presentations or grant reports
- Work with Marketing and Communication's teams to monitor and optimize marketing and digital campaigns performance based on user behavior online
- Offer technical support as needed to the Communications team to coordinate organization-wide messaging "brand"
- Support staff to ensure that their teams' data is clean, secured and updated
- Coordinate data collection activities with staff and clients (e.g., distribute surveys, manage outreach, and calculate response rates)
- Assist in creating and facilitating ongoing training for program staff on proper data collection methods, monitors compliance and provides updates to directors and program leads
- Assist in the development of measurement tools in a variety of formats to support different analytics projects such as customer satisfaction, cost/benefit analysis, or program evaluations
- Produce data visualizations that clearly communicate project findings to stakeholders.
- Attends team meetings to discuss department issues and develop potential research and evaluation projects
- Develops and maintains data management and evaluation skills through seminars, workshops, or other forms of training/education
- Supports in the production of detailed and precise documentation of organizational processes and protocols
- Other duties and special projects as assigned

SKILLS AND QUALIFICATION:

- Two-year experience in related position or four-year college degree with course work that includes logical reasoning, management, marketing research or statistical coursework
- Maintains flexibility in completing tasks including technical writing ability
- Preference will be given to candidates who are familiar with Salesforce, Tableau or SQL.
- Must have intermediate knowledge of computer programs in Windows, including Word and Excel (VLOOKUP, AND/OR statements)
- Good listening skills to collect precise requirements, and creativity to design innovative solutions
- Dependable work ethic, and ability to bring projects to the finish line and work independently and as part of team
- Strong presentation and interpersonal skills, including ability to interact with a wide range of stakeholders, including senior management, programs staff, Board members, and private and public funders
- Highly organized and detail-oriented, with the ability to manage deadlines and multiple tasks effectively and efficiently
- Demonstrated commitment to mission and goals of CHIRLA
- Commitment to working in a diverse professional environment
- Support CHIRLA's fundraising goals including Annual Gala, Membership Drive and Women Leading Change activities

To apply, send resume and cover letter to: jobs@chirla.org
Subject Line should read: **Data and Research Coordinator**

