**HOUSING RESOURCES, INC.**
**JOB DESCRIPTION**

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**JOB TITLE:** Data and Evaluation Manager

**DEPARTMENT:** Operations

**REPORTS TO:** Associate Director

**STATUS:** Exempt

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**DIRECT REPORTS**:Data Entry Clerk

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**BASIC PURPOSE:**

Housing Resources, Inc. (HRI) is a non profit housing agency whose mission is to assure housing for socially and economically vulnerable residents of Kalamazoo County. HRI offers an array of services from shelter to permanent supportive housing and is supported by numerous entities such as federal, state, and local government, foundations, corporations and individual donors. The full time Data and Evaluation Manager is responsible for assisting the Associate Director in managing, analyzing, and evaluating client data information including providing technical and user support as needed. These functions are to be accomplished within the framework of established policies and procedures, to include HRI's Customer Service Standards. Interested candidates should forward their resume along with a cover letter to hr@housingresourcesinc.org.

**PRINCIPAL ACCOUNTABILITIES:**

Main responsibilities will include:

- Ensuring contract reporting and operations of all programs are in compliance with all relevant funding and legal requirements. Responsible for monthly, quarterly and annual report requirements, providing analytical, statistical and narrative summaries as required.

- Generates various reports within the ServicePoint and Andar software systems downloading data into MS Excel and other useful reporting tools for both internal and external audiences.

- Coordinates and provides training for end users of ServicePoint, Andar and agency operating system.

- Audits all data collection and entry for accuracy and works with end users to improve data quality and integrity.

- Oversees collection, maintenance and auditing of client files.

- Facilitates meetings, presents reports, and summarizes findings of data reporting.

- Identify opportunities for service delivery via workflow processes improvement introducing technology as a way to impact agency efficiencies.

- Contribute to successful achievement of the agency's goals and objectives by analyzing process, workflow and agency client and donor data.

- Responsible for linking the data analysis to the mission of the organization communicating the community impact.

- Maintain current knowledge of ServicePoint, Andar and Financial Edge software systems, as well as other future systems adopted by the Agency. Assist as back up for agency computer system management.

- Participate in the monthly ServicePoint Agency Administration meetings.

- Responsible for filing and office organization.

- Select, train, supervise and evaluate all assigned personnel in conjunction with the agency's policies and procedures. Leads, delegates responsibility and coordinates the activities of others.

- Participate in community awareness and public relations activities as assigned.

- Must have the ability to exercise considerable judgment and discretion in establishing and maintaining good working relationships with participants in the agency's services, elected officials, partners, vendors, board and committee members, department heads, and other governing agencies and funders.

- Other duties as assigned.

**POSITION SPECIFICATIONS/SCOPE:**

MINIMUM EDUCATION/EXPERIENCE REQUIRED:

Bachelor Degree preferred or equivalent experience. Work experience within the Human services field preferred.

KNOWLEDGE, SKILLS AND ABILITIES:

Excellent verbal and written communication skills, comfortable making presentations to small and large groups.
Knowledgeable of community resources.
Knowledge, comfort and experience with relational databases.
Experience with data analysis; ability to translate agency data needs with database structure for ease of use and value added for reporting purposes.

Experience working with a diverse group of people.

Ability to perform responsibilities independently and as part of a team member.
Ability to maintain a compassionate and professional manner.
Professional work and punctuality habits are necessary to accomplish organizational goals.
Maintain a valid driver's license.
Demonstrated experience motivating others through effective leadership.

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.