

# UNITED WAY OF GREATER CHATTANOOGA

## Job Description



**POSITION TITLE:** Data Analyst

**FLSA STATUS:** Full Time/Non-Exempt

**DEPARTMENT:** Finance and Operations

**REPORTS TO:** Director of Finance and Data Analytics (DFDA)

### **Purpose of Position:**

The Data Analyst is responsible for managing the Customer Relationship Management (CRM) system, developing and implementing best practices, coordinating and providing database reporting, user training and other responsibilities related to the gathering, analysis, interpretation, strategic use of data.

### **Essential Job Functions:**

- Serve as lead contact for the CRM system.
- Coordinate the maintenance and implementation of system updates with system third party support.
- Coordinate donor record maintenance per audit best practices.
- Champion system best practices by identifying opportunities, coordinating efforts, documenting, implementing, and training users.
- Coordinate efforts with campaign team and system support on processes involving the e-pledge platform and digital campaign reporting.
- Coordinate, develop, and maintain CRM system dashboards.
- Streamline and manage donor acknowledgement processes.
- Lead and manage campaign reporting and other data-oriented needs.
- Coordinate the production of annual United Way Worldwide Reporting.
- Complete training as requested.
- Champion continuous improvement.

### **Skills and Experience:**

- Bachelor's degree from an accredited college or university with database administration, computer science, information systems, or business curriculum and 1 year or more of database administration and or financial reporting experience, OR any equivalent combination of training, education and experience that demonstrates the ability to perform the duties of the position.
- Exemplary writing, editing and communication skills.
- Advanced Excel skills (Power Query, Power Pivot, VBA).
- Moderate knowledge of SQL.
- Working knowledge of business intelligence tools (e.g., Microsoft Power BI and Tableau) a plus.
- Working knowledge of Microsoft Power Apps and Power Automate a plus.
- Demonstrates project management skills and abilities to balance competing priorities.
- Ability to recognize, design, communicate, and implement solutions to business challenges.
- Excellent communication skills that foster collaboration.
- Ability to learn, communicate, and implement new concepts and ideas that advance organizational effectiveness.

**Physical Requirements:**

These physical demands are representative of the physical requirements necessary for an employee to successfully perform the essential functions of the position. The employee is required to talk and hear and sit or stand for long periods of time.

**Position Type/Expected Hours of Work:**

This is a full-time position, and general hours of work are Monday through Friday, 8:30 a.m. to 5:00 p.m. Occasional irregular hours and weekend work may be required. This position may request flexible work arrangements for hours, days, and location of work performed.

As with every job at United Way, it is not possible to define jobs precisely. Should the need exist, every person in the organization will assist in any way necessary to assure an efficient and cooperative environment.

**If you would like to apply for this position, please submit your cover letter and resume to [resume@uwchatt.org](mailto:resume@uwchatt.org).**

*United Way of Greater Chattanooga is committed to equal opportunity employment by affirming the value of diversity and by promoting an environment free from discrimination. UWGC encourages people of diverse backgrounds and experiences to apply for this position.*