

# United Way of Greater Toledo

## Job Description / Internship Agreement

November 12, 2018

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**Intern Name:**

**School Attending:**

**Job Title:** Data Analyst

**Department:** Research & Data

**Reports To:**

**Compensation:** \$15/hourly (20 hours per week)

**Employment Duration:**

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### **STATEMENT OF THE JOB**

Our paid, semester-long opportunity is specifically geared towards Senior and first year Master's standing students who are interested in pursuing a career centered on Research, Data & Analytics. The funding of this program is made possible by one of United Way's generous corporate sponsors, who also finds value in cultivating the next generation of philanthropic leaders.

### **JOB PURPOSE AND SCOPE**

The Data Analyst will assist in, validating, comparing, reporting and analyzing data in order to assist the Community Impact team and partnering agencies with advanced analytics and other data products. The Data Analyst will receive instruction on how to fill requests from this office to provide insight from the Director of Research & Data Analysis. This position will help maintain analytic reports and registries while also completing ad hoc analysis as needed. This data will be extracted from operationally based systems and requires a strong understanding of querying data for items such as mapping, population identifiers, test scores, health rankings and other dimensions of community impact performance. Additionally, the Data Analyst will assist in identifying opportunities to improve accuracy in support of both outside agencies and internal programs that track indicators of quality, costs and outcomes. The Data Analyst will need subject matter knowledge of data as well as statistical methods for the completion of difficult assignments.

United Way of Greater Toledo is in operation from 8:30 a.m. – 5:00 p.m., Monday through Friday. Specific days in the office and hours worked are flexible, based on the student's class schedule. You will be expected to work, at maximum, 20 hours per week. This is a paid internship position.

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Celebrating 100 Years of Driving Community Change.



## **ESSENTIAL FUNCTIONS:**

### **Analytics: (80%)**

- Assist in analysis and reporting of data including:
  - Evaluating data regarding performance, utilization, quality of program and student measures against results from peer institutions
  - Assist in conducting analyses on cost performance and facilitate assessment of program practice patterns
  - Validation of data quality and reasonableness in reports and/or analyses of services prior to distribution.
  - Input of data visualization opportunities and report formats and graphical representations of data intended for broad audiences.
  
- Assist in analytic results by supporting the creation of complex algorithms to data which are extracted and integrated across multiple sources.
- Work with database and business systems analysts to analyze products and programs, including definition of data requirements, data capture and storage, and analyses required to measure and evaluate performance.
- Support translation of program and business needs into analytical solutions
- Communicate and collaborate with other departments and agencies to address problems with data quality.
- Help create mechanisms to extract and reorganize data from existing systems for storage and reporting in departmental databases.
- Maintain supporting documentation of measurement methods and algorithms, data sources and reporting processes.
- Follows all appropriate data quality and security guidelines.

### **Data mining & clean-up: (20%)**

- Assist in mining and scrubbing existing data from multiple databases.
- Organize data prior to and following mining and scrubbing.
- Keep detailed records on all actions, processes and procedures.
- Coordinate with Director to determine timing of development efforts and key milestones
- Work with Director and IT staff to identify and automate tools that deliver routine performance information.
- Ensure adherence to quality standards and contribute to improvement efforts.
- Review reports and analysis, write findings. Test datasets.

## **ADDITIONAL RESPONSIBILITIES:**

- Work with Director to create training materials and organizational documentation.
- Additional duties as deemed necessary.

## **QUALIFICATIONS AND EXPERIENCE:**

- Bachelor's Degree (Quantitative Field) with an advanced degree (biostatistics, public health, Computer Science, Economics, Engineering, Informatics) preferred.
- Experience with Data Warehouse and BI systems
- Experience collecting business requirements from clients and transforming the requirements into reports and analyses.
- Or, a comparable combination of education and experience.

### **KNOWLEDGE / SKILLS / ABILITIES:**

- Expertise assisting in producing analytic products.
- Ability to consistently meet deadlines in a fast paced and changing environment with multiple competing tasks and priorities.
- Support proficiency in the use of analytic and reporting tools such as Microsoft Excel, Tableau, ANDAR and any newly introduced systems.
- Strong customer service skills and commitment to excellent customer service.
- Ability to independently establish objectives, project plans and milestone goals.
- Strong analytical and problem-solving skills.
- Good verbal, written and visual presentation skills.
- Ability to anticipate requests and needs in advance and plan accordingly.
- Skills to work effectively across internal functional areas in ambiguous situations.

### **WORKING RELATIONSHIPS**

Professionalism is essential, as this position involves interaction with personnel from all departments of United Way of Greater Toledo, area businesses, donors, and/or volunteers.

### **CODE OF ETHICS**

Intern is expected to read, acknowledge, and adhere to United Way's Code of Ethics.

### **CONFIDENTIALITY**

During the internship, the student will have access to sensitive and/or confidential information. The Intern agrees to exercise good judgment and discretion during the assignment and thereafter. All materials, reports, lists, and documents are the property of United Way. Materials may not be copied for other purposes.

### **APPEARANCE**

Please understand you are expected to dress and groom yourself in accordance with accepted social and business standards, particularly if your job involves dealing with customers or visitors in person. Clothing containing offensive language or pictures is not acceptable.

A neat, tasteful appearance contributes to the positive impression you make on our community. You are expected to be suitably attired and groomed during working hours or when representing United Way of Greater Toledo. A good clean appearance also bolsters your own poise and self-confidence.

Personal appearance should be a matter of concern for each employee. If your manager feels your attire is not acceptable, you may be asked to leave your workplace until you are properly attired. You will not be paid for the time you are off the job for this purpose. Your manager has authorization to determine the appropriateness of your dress. Violation of this standard will be subject to appropriate disciplinary action.

**NOTICE**

Intern will be required to submit to all applicable background checks.

This job description in no way states or implies these are the only duties to be performed by the Intern occupying this position. Interns will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor.

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or employees.

Regular attendance is required for this position. United Way of Greater Toledo may terminate this agreement at any time for any reason.

Upon completion of assignment, Manager/Human Resources will complete the paperwork required by the University and/or the Intern, if applicable. The report will reflect the tasks and the performance level of the Intern.

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Intern Printed Name

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Intern Signature

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Date

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Manager Printed Name

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Manager Signature

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Date