

The Immigrant Welcome Center Job Description: Data Specialist

Department: Programs

Status: Full-time 40 hours per week, non-exempt

Supervisor: COO

Salary: \$21-\$28 hourly rate (commensurate with experience and education)

The mission of Immigrant Welcome Center (IWC) is to be a trusted partner and advocate for all immigrants. We are committed to ensuring that our communities are welcoming and have resources so that all immigrants can thrive. IWC team members enjoy a collaborative, ambitious, mission-focused culture; flexibility for home and office-based work; supportive benefits (including health insurance); flextime and time-off arrangements that support healthy integration of work and life demands.

Position Summary

This newly created position at Immigrant Welcome Center (IWC) will be responsible for developing and managing data collection and entry processes, quality management, and data reporting and dissemination. The Data Specialist, through data analysis, will support the CEO and COO in identifying trends, and making data-driven decisions and recommendations that advance the mission of Immigrant Welcome Center.

Responsibilities

Internal services:

- Prepare and lead our client relationship management database (Salesforce) and serve as point of contact for internal and external stakeholders to resolve issues efficiently.
- Help maintain data accuracy by analyzing data entries, identifying errors and resolution of issues.
- Develop and conduct training sessions for new and existing employees to keep all relevant staff up to date in data collection and reporting.
- Compile, clean, organize, and analyze program data to create useful summaries for staff, board, and funders.
- Develop comprehensive work-plans that align with the programmatic goals, objectives, and activities.

External services:

- Analyze internal and external data, and reports to generate insightful and efficient reports for external stakeholders and funders as needed.
- Provide support to community partners through data snapshots and customized reports regarding the needs of immigrant neighbors locally, and statewide.
- Work closely with community partners and attend meetings with partners such as Polis Center to ensure representation of the needs of immigrant neighbors.

General Organizational support:

- Participate in department and all-staff activities.
- Assist with client needs.
- Any other duties as assigned by COO and CEO.

Success Indicators

Success in this role is indicated by the following:

- Utilize verbal and written communication skills for effective reporting and collaboration with partners from diverse backgrounds.
- Data is collected and shared in an organized and meaningful way to report to stakeholders.
- A positive attitude is displayed about the rights and opportunities for immigrants.
- Feelings of confidence and collegiality are fostered with colleagues, board members, volunteers, and other stakeholders.

Work Responsibilities & Requirements

- Works 3 days in the office, 2 days hybrid day where you can be remote or in-person.
- Flexible working schedules, 8-hour shifts. Choose your start time between 8:00am-10:00am, and end time between 4:00pm -6:00pm.
- Some evening and weekend work is required (flex time available).
- Extensive administrative work on computer and phone.
- A valid Indiana driver's license is required.

Required Qualifications & Skills

- Fluent in English.
- Bachelor's degree in a relevant field such as non-profit, public health, or business management preferred.
- Experience with CRM, Salesforce preferred.
- Professional and clear communication skills.
- Authorized to work in the United States.
- Experience with Microsoft Suite, especially Excel, is required.

Preferred Qualifications

- Fluent in one other language.
- 2 or more years of full-time work experience in any setting.
- Certificates, and/or post-graduate education.
- Lived experience as an immigrant (in the U.S. or abroad), or a child of an immigrant.

EQUAL EMPLOYMENT OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER: IWC is committed to promoting diversity, multiculturalism, and inclusion and is proud to be an equal opportunity employer. We recruit, employ, train, compensate, and promote without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, veteran status, or any category protected by law.

This is an immediate opening, applications will be reviewed on a rolling basis.

Please email your resume, cover letter, and references to our COO, Christina Arrom Garza (carrom@immigrantwelcomecenter.org). Subject line should read: Data Specialist Applicant.