



Position Title: Data & Operations Coordinator

Status: Full-time	Reports to:	Data and Operations Manager
FLSA Category: Exempt	Direct Reports:	No
Date Created: 9/10/2021	Date Updated:	

Position Summary:

The Data & Operations Coordinator is responsible for the upkeep of client-related data and compliance processes. Reporting to the PowerCorpsPHL Data & Operations Manager, the Data Coordinator will ensure data entry, record-keeping, and grant-related administrative processes are completed with accuracy, timeliness, and integrity. The Data & Operations Coordinator will work closely with program staff to ensure all grant-related administrative and reporting duties are carried out with consistency and fidelity.

Duties and Responsibilities

The Data Coordinator will:

- Coordinate the set-up and facilitation of intake sessions for incoming program participants including: setting up laptops, preparing files, arranging tables and chairs in the space, supporting applicants in completing on-line clearance applications, and keeping an up-to-date record on where candidates are at in the process
- Adjudicating, reviewing, and filing clearances and vital documents for a caseload of approximately 20-30 incoming participants bi-annually
- Offering administrative support to on-site interviews and interviewing prospective candidates
- Maintains data for quality and timely accuracy, including but not limited to data entry and associated tasks in Egrants, OnCorps, Salesforce, and internal program databases
- Ensures timely, accurate, and compliant administration of the grant-related processes, including but not limited to corps member recruitment, interview process, corps member eligibility screening, enrollment and exits, time tracking, and file maintenance-
- Collaborates with program staff to support daily program operations and logistics

Education & Experience

- Possess a high school diploma, G.E.D or equivalency
- 1-2 years' experience using spreadsheets or databases in the context of data coordination or program operations
- 1-2 years' experience using Sharepoint or a similar file management application
- Experience with Excel, database administration, and the creation of data tracking systems, required
- Experience with Salesforce, highly preferred
- Experience with AmeriCorps or other federal or state compliance, highly preferred
- Experience with direct service with our target population, a plus
- Ability to establish and foster relationships within a diverse team and to work as a part of a collaborative team
- Excellent written and verbal communication skills to diverse audiences

- Excellent human-centered customer service with clients and partners
- Strong self-direction and the ability to take ownership and drive responsibilities through to completion
- Demonstrated commitment to equity and cross-cultural issues
- Successful completion of background checks (PA state criminal, Department of Public Welfare Child Abuse, National Sex Offender Public Registry, and F.B.I. fingerprinting)

Competencies, Knowledge, Skills & Abilities:

Caring Relationships

- Establish and foster, with diverse partners, positive relationships and open, informative and effective communication
- Demonstrate high level of enthusiasm for and ability to convey the PowerCorpsPHL mission to internal and external stakeholders in a clear and compelling manner
- Exercise sound judgment
- Practice reflexivity in one's work practice, vigilance in identifying errors and inaccuracies, and focus in performing highly detail-orientated tasks

Application of Skill and Learning

- Actively pursues knowledge and information needed for both immediate tasks and larger picture understandings
- Connects the "why" behind procedures/protocols and their implementation
- Adapts in the moment based upon assessment of priorities and circumstances

Professionalism and Professional Development

- Takes initiative to set their own work plan and schedule to reliably meet deadlines and provide thorough follow-through
- Set clear direction and accountability for staff while offering opportunities to share resources, obtain professional development and advancement to reach goals and objectives
- Provide clear communication and high level of organization to all staff; including sound written and oral communication skills
- Present strong problem-solving processes
- Commit to professional development to advance skill growth of serving urban youth
- Willing and active in identifying opportunities to develop new skills, specifically around data management and technology

Cultural Competence and Inclusion

- Promote inclusive behaviors and practices and equity among staff; setting high standard for open dialogue and problem solving
- Excellent custom service with challenging and highly-stressed customers

Adolescent Development and Empowerment

- Commit to the advancement of urban youth; including staff development

Program Management

- Evaluate program effectiveness and build capacity to develop systems and align resources to optimize success
- Develop relationships and plans to advance the goals of the PowerCorpsPHL program

Physical Demands/Work Environment:

The physical demands and work environment described here are representative of those that must be met by the employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Traveling to work sites – valid driver’s license and/or access to transportation when necessary
- Maneuvering in an office space-reaching file cabinet, filing, faxing, scanning, coping, typing, mailing, and making phone calls
- Must be able to sit for up to four (4) hours looking at a computer monitor, using a keyboard and mouse and typing
- Must be able to lift up to 50 lbs

Please note that this job description is not intended to be a comprehensive listing of required activities, duties, or responsibilities, and is subject to change at any time with or without notice.

Signatures:

Preparer: _____

Date: _____

HR: _____

Date: _____

By signing below, the employee affirms his or her understanding of the requirements, essential functions, and duties of this position.

Employee printed name: _____

Date: _____

Employee signature: _____

Date: _____