

**Research Associate**

***Strategic Information Team - Operations***

***ETOTM Team***

***United Way harnesses the collective compassion and resources of our community to help people learn more, earn more and lead safe and healthy lives.***

We pursue this vision in all we do as we ask our community to give, advocate and volunteer. We believe that vision can only be achieved if pursued with shared values, and therefore place great emphasis building a team that will pursue this vision together with CARE.

**C**ourage **A**ccountability **R**espect **E**xcellence

**Position Summary**

This position will assist the continued implementation and ongoing enhancement of our Efforts to OutcomesTM (ETO) data collection and performance management system, which is used across United Way of Central Indiana and its growing network of partner agencies. This position will work with agency executives and end-users to improve ETOTM practices, reporting, and performance. This position will also assist with research and analytical projects conducted by the Strategic Information Department in support of the organization’s goals and objectives.

**Position Duties & Responsibilities**

* Work closely with the Database Analytics Manager and other members of Strategic Information to support the implementation, maintenance and management of Efforts-to-OutcomesTM software, collaborating directly with agency executives and end-users to facilitate program performance management activities.
* Must demonstrate knowledge of ETOTM database and best practices by taking online training courses and passing ETOTM Administrator and Result Writer certification exams within first year of employment.
* Lead efforts to collect, organize, scrub, validate, and otherwise prepare large data sets for research projects; e.g.: update and maintain a complex database of confidential information to ensure current and accurate information using systems such as Efforts to OutcomesTM (ETO)
* Help train internal and external partners on data-entry and data integrity.
* Create customized performance reports that aggregate results for external partner agencies, and internal partners using SAP Business Objects.
* Support internal efforts to ensure ETOTM is optimized to support and advance our Data Integration Plan.
* Analyze and interpret results using standard statistical tools and techniques
* Pinpoint trends, correlations and patterns in data set
* Identify new opportunities for process improvement
* Present research results both in written and verbal communications
* Ensure that systems and procedural safeguards for protecting all sensitive personal and financial data are in place and practiced at all times to maintain organizational data security
* Perform special assignments and other work, on an as-needed basis which may include:
  + Create on-line surveys and assist in analyzing data from survey research projects
  + Assist with program evaluation and data analysis for UWCI programs and initiatives
  + Utilize GIS tools such as ArcGIS to create maps and provide understanding of variables in a given geographic location

**Qualifications**

*To perform this job successfully, an individual must be able to perform each essential job function satisfactorily and be present in the office while performing those functions. The requirements listed are representative of the basic knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The individual in this role must display the highest level of integrity and confidentiality. United Way also values innovative thinking, and a successful candidate will be a self-starter who can work within the team to achieve goals and objectives. The individual should have effective communication skills, attention to detail and organization, and flexibility and adaptability.*

**Education and/or Experience**

* Bachelor's degree required; graduate degree preferred.
* Experience in using relational databases, preferably Efforts to OutcomesTM (ETO) database or SAP Business Objects (preferred)
* Must possess a high level of computer proficiency and knowledge of various computer and database software, with particular skill in Microsoft Excel, Access, Word, and PowerPoint
* SQL language desirable
* Excellent analytical skills - define problems, research and collect data, establish facts, and draw valid conclusions
* Ability to manage multiple projects and responsibilities essential
* Good communication skills – verbal and written

**Physical Demands:**

The physical demands described here are general representations of those that must be met by an 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.

* While performing the duties of this job, the employee is regularly required to sit, reach with hands and arms, talk, and hear. The employee frequently is required to use hands to touch and handle objects. The employee frequently stands or walks.
* The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

* Office setting, with sustained use of a computer.
* The noise level in the work environment is minimal to moderate.
* Maintains personal/professional competency and works to create an environment of courtesy, respect, enthusiasm, and a positive attitude in all interactions both internal and external to the organization.

**Core Competencies**

United Way of Central Indiana’s team is evaluated on the following core competencies:

* Courage
* Accountability
* Respect
* Excellence
* Thinking Strategically
* Stakeholder Experience
* Effective Communication

**Position Leader:** Manager, Database Analytics

**FLSA Status:** Exempt, Salaried, full-time, 37.5 hours weekly

**Salary Range**: Lower to Mid 40s

**Benefits:** Complete Benefits Package Available



***Equal Opportunity Employer***

**Please apply at uwci.org/careers**

*This position description does not constitute a contract of employment or a guarantee of any terms or conditions of employment. UWCI employees are employed on an at-will basis. In addition, nothing in this position description restricts UWCI’s right to assign or reassign duties and responsibilities to this position at any time.*