



Director, Data Analytics

Position Overview

The Director of Data Analytics at United Community Housing Coalition will report to the Chief Operating Officer and oversees the data entry clerks and data analysts assigned to services areas across UCHC. This role leads UCHC's effort and commitment to the efficient and accurate capture and reporting of client information and case outcomes. This role oversees and offers support to the Executive Director and program managers in areas of software technology and research and acts as the highest level of Salesforce administrator within the organization. The Director interacts with government, funders, agencies, and other partners in reference to data components of grant applications and reports and information collection and sharing matters.

Responsibilities Include but are not limited to:

- Supervising the accurate and timely entry of approximately 10,000 clients annually across 9 service areas into internal and external databases to capture services rendered.
- Administering the organization's CRM Salesforce, consistently monitoring data quality, importing batch data and writing and updating query to retrieve desired outputs, such as reports to funders, performance summaries, and internal program analysis.
- Knowledge and supervision of organization's data entry and reporting through the state's homelessness services database (HMIS).
- Collaborating with program staff and administration to produce maximum benefit from existing technological systems, in some cases procuring and implementing new technology to fit organization needs.
- Maintaining and developing project management tools such as tracking, reviewing, and reporting project progress against performance. Using the project management tools to keep relevant staff updated as to progress towards our goals at regular intervals.
- Developing databased systems to assist organization with various client management tasks.
- Attending meetings with external partners and funders as they relate to data capture, sharing, and analysis; sometimes making presentations on technology systems and reports.
- Develop working knowledge of all contracts and grants, including reporting requirements.
- On a cyclical basis, preparing private foundation-, -city-, state- and federally-mandated reports, based on our current funders. On an ad-hoc basis, produces similar outputs for internal program analysis.
- Communicate with program managers, Executive Director and Chief Operating Officer of concerns with project outcomes or performance.
- Ability to work with program staff with a wide range of technology skills and challenges.
- Staff supervision including hiring, training, evaluating performance and progress.
- Other duties as assigned by Chief Operating Officer.

Minimum Qualifications

- 3- 5 years progressive experience with Salesforce or equivalent
- Advanced working knowledge of excel-based query structure, including pivot tables, various add-ons such as fuzzy match, VBA and macros.



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- 3+ years experience completing reports to funders or external partners in an accurate and timely manner, with preference to HUD-related or HMIS-based reporting experience.
- Significant experience conducting forward-moving stakeholder meetings with internal and external representatives.

Preferred Qualifications

The successful candidate will believe in UCHC's mission and demonstrate a passion for driving the organization's growth. They will also have:

- 3-5 years progressive experience with HMIS, ServicePoint and Business Objects experience preferred.
- Intermediate to advanced working knowledge of various information storage and presentation systems, such as Tableau, PowerBI, GIS, Power Automate, Access, and Smartsheets.
- Working knowledge of information related to housing stability, including where to source relevant information and how to interpret sourced information.

Personal Characteristics

- A charismatic communicator, both in writing and speaking.
- A good listener and strategist; comfortable receiving input and feedback from many sources, and able to act on information to develop increased support.
- A hard worker with a high energy level; a "doer" with a willingness to work hands on in developing and executing a variety of technical and process-based development and advancement activities.
- Ability to tolerate a high degree of ambiguity, and to negotiate with people having sharply defined opinions while maintaining positive, respectful relationships.
- Ability to maintain deadlines with a high degree of autonomy and potentially conflicting priorities.

Specifics

Full-time position with benefits including fully covered health, dental & vision insurance; paid time off. Salary commensurate with experience.

UCHC believes that an in-person environment is conducive to better team building, communication and overall team effectiveness. This position will require a combination of in-person and remote work.

Interested candidates should send a resume, an employment application, cover letter, and three references to employment@uchcdetroit.org

About UCHC

The United Community Housing Coalition (UCHC) is a nonprofit comprehensive housing assistance organization, which has provided a variety of housing-related services to Detroit's low-income residents since 1973.

The organization has worked with tenants, homesteaders, homeowners, the homeless, community organizations rebuilding neighborhoods and providing affordable housing, religious, civil rights, labor



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and housing advocacy organization to improve, preserve and expand affordable housing opportunities for low-income Detroiters.

Because of its long history and significant expertise as a comprehensive housing services provider in Michigan, the organization is frequently asked to provide advice to other organizations in communities across Southeast Michigan.

All services are provided to income-eligible families and individuals free of charge.

United Community Housing Coalition provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, United Community Housing Coalition complies with applicable state and local laws governing nondiscrimination in employment. This policy applies to all terms and conditions of employment, including but not limited to recruiting, hiring, placement, promotion, and termination. Consistent with state and federal laws, UCHC is committed to maintaining a workplace free from the abuse of drugs and alcohol.