

COMPANY WEBSITE POSTING

Jewish Federation of Orange County: Jewish Federation of Orange County seeks Manager, Data & Analytics. Job site is located at 1 Federation Way Ste 210 Irvine, CA 92603. The position requires a bachelor's degree or foreign equivalent in Information Systems, Computer Science, Business Administration or any closely related field, with a concentration in Business Statistics and Data Analytics and 6 months of experience in job offered, Database Management/Administration, Business Analyst or any closely related field. Skills: Knowledge of SQL & Microsoft Excel.

Job Duties:

Under the supervision of the Senior Director of Philanthropy, the Manager, Data & Analytics is responsible for overseeing the FRD (Financial Resource Development) Team's CRM system, generating lists, and creating reports. The majority of the portfolio for this position includes system administration for JFedOC's Virtuous CRM database. Responsibilities include managing hosted and local environments, maintaining security permissions and user accounts, monitoring business processes, improving data integrity/quality, and support for users throughout the organization. The position also focuses on the reporting and analytical needs of the FRD (fundraising), Donor Services, and Finance departments.

The Manager, Data & Analytics Development will assist the Senior Director of Philanthropy in evaluation, planning, and execution of new systems or changes to the current systems and processes to meet the objectives and overall goals of the organization and its fundraising.

Essential Duties and Responsibilities

Advance reporting/analytics –

- Approach data strategically in an effort to improve fundraising abilities
- Provide advanced query reporting and analytics for management's consideration
- Generate key metrics for strategic decision-making
- Advance reporting and query in-house expert:
- Create advanced queries/functions/KPI's/dashboards
- Implementation of dashboard reporting using Power BI and Metabase
- Aggregate data for management analysis using SQL, Python and SSRS
- Create complex data models and set up export processes for end users
- Create data lists for JFedOC direct mail appeals, phonathons, marketing, invitations for events, and other data needs as required

Database management–

- Ensure the hosted CRM environment is maintained appropriately; ensuring upgrades to new service packs, builds, and packages are occurring
- Administer local systems necessary for testing, development, and upgrades
- Manage database migration from legacy systems to Virtuous CRM
- Manage & govern CRM user accounts and permissions associated with CRM security roles
- Set up, schedule, and monitor CRM business processes, imports and automation



- Investigate and troubleshoot errors CRM users encounter and submit cases to

Virtuous CRM support

Application Development –

- Work with supervisor to align CRM systems with organizational goals and create/maintain business process in support of stated objectives
- Develop CRM reports and customizations using SQL Server tools, Python, Report Builder, Visual Studio, and SDK
- Customize, modify, and maintain CRM reporting using .Net frameworks (v4.1+)
- Create, maintain, and optimize SQL & python scripts to update the data & models for analytical reporting
- Implement integration among applications used by JFedOC, when applicable

Support

- Participate in planning meetings with FRD Team
- Participate in CRM upgrades & data quality projects
- Participate in planning and implementation for new business applications, specifically, Raise Donors and GoFundMe Pro

Other duties or tasks to assist the department or organization as the supervisor may deem necessary

IF INTERESTED, PLEASE E-MAIL RESUMES:

Jewish Federation of Orange County:
Stephanie Epstein
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