

Los Angeles Mission, Inc.

Job Description

Job Title: Development Operations Analyst
Department: Development
Reports To: VP of Marketing and Media Strategy
FLSA Status: Regular, Full Time, Exempt
Grade Level:
Prepared By: Human Resources Department
Prepared Date: Revised May 2021

SUMMARY:

Demonstrates Christ-like behavior and attitude in all duties and responsibilities. The Development Operations Analyst is responsible for researching, proposing, developing, and/or managing a wide range of projects and initiatives to help support the technical capacity building of the Los Angeles Mission within the Development Department. They are expected to recommend and/or carry out initiatives that facilitate organizational efficiency and best practices across the Los Angeles Mission. This person is a detailed hands-on project manager specializing in providing technical assistance and is responsible for evaluating organizational processes to determine their effectiveness, and using that information to inform leadership of modifications as needed.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned

DATA IMPROVEMENT & TECHNICAL ASSISTANCE

- Ensure accurate and effective technical flow of programs, data collection, and outcomes in collaboration with other departments and/or units.
 - o Foster a data culture and enable data driven decision making across the organization.
 - o Provide technical assistance and oversight for the Snapshot Report and Client Track databases.
 - o Assist with documentation of new policies and procedures as directed by leadership.
 - o Work with departments to identify challenges and problem solve solutions.
 - o Responsible for the timely and accurate reporting of metrics; ensuring that requested reports required by executive management are accurate and in compliance with requirements.
 - o Assist in the development and coordination of training materials.

DEVELOPMENT OPERATIONS SUPPORT AND PROJECT MANAGEMENT

- Coordinate the development, delivery, and evaluation of an array of special projects and programs, including initiatives that support the operations efficiency of the Los Angeles Mission.
 - o Coordinate, facilitate and/or participate in projects that focus on integration and enhancement of services and systems.
 - o Obtain and evaluate relevant data, information, and perspectives on best practices in organizational efficiency.

- o Provide support to the VP of Marketing and Media Relations on special projects and research requests as needed.

TRAINING AND DEVELOPMENT

- Research and monitor processes to promote overall efficiency and optimal functioning of operational functions at the Los Angeles Mission.
 - o Develop, research, and conduct surveys and assessment processes and / or resources.
 - o Coordinate/recommend trainings on emerging and best evidence-based practices related to communication and performance challenges both or Los Angeles Mission staff and externally for providers in the community.
- Prepares periodic reports for Executive Leadership Team and Board that highlight the progress and development of special initiatives, as requested.
- Assist the Development Department in understanding your area of LAM operations in order to create meaningful and accurate requests.

SUPERVISORY RESPONSIBILITIES:

None

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions:

- A hands-on worker who can build trust and credibility with all employee groups to contribute to a safe, supportive, and open environment.
- An experienced and effective researcher and communicator (oral and written) with superb organizational and interpersonal skills.
- Capable of motivating and mentoring staff on data/report analysis and assessing performance.
- Ability to work well under pressure and handle multiple projects efficiently, stay organized, and effectively meet deadlines in continually changing environment.
- A highly agile, self-motivated team player.
- Well-versed in a broad range of functions and a desire to contribute to building a data culture within the Los Angeles Mission.

EDUCATION and/or EXPERIENCE:

High School Diploma or equivalent plus 5 years related experience or equivalent combination of education and experience.

TECHNOLOGY SKILLS:

Computer literacy is required. Must be able to operate Microsoft Office, Power B.I., and other office applications. Working knowledge of online collaborative project management software (Slack/ Basecamp), HMIS / Client Management Software, and Raiser's Edge NXT. Other business software may be deployed related to job functions.

SOCIAL MEDIA:

None

LANGUAGE SKILLS:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of contributors or employees of organizations. Bilingual, preferred.

MATHEMATICAL SKILLS:

Basic business math skills required.

REASONING ABILITY:

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to conduct operations focused research.

LOS ANGELES MISSION EVENTS:

All Mission employees are required to work the four (4) yearly Mission street events; Good Friday, Summer Block Party, Thanksgiving and Christmas, if/as scheduled. Accommodations will be made if necessary. Exceptions must be approved by a member of the ELT and Special Assistant to the President.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to sit, talk, and /or hear. The employee is required to walk. The employee is occasionally required to stand, use hands to finger, handle, or feel, and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include distance vision, color vision and peripheral vision. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Normal office conditions; typically, comfortable allowing for both air-conditioning and heating. Noise level low to moderate. While performing the duties of this job, the employee may be exposed to carriers of contagious diseases. The employee may have to deal with irate and irrational clients who may or may not be under the influence of mind-altering substances, such as cocaine, marijuana, alcohol, etc.

I understand the above job description and agree to comply with, and be subject to, its conditions. I understand that the company reserves the right to delegate, remove, expand or change any and all responsibilities listed above and will inform me of any such change. In addition to meeting the job duties listed above, I agree to abide by the Company policies contained in the employee handbook. I acknowledge that I can fulfill the above duties with or without reasonable accommodation.

Employee Signature

Date

Employee Name (please print)

Date

Approval

Date