



# Data Solutions Manager

## Job Description

---

**Title:** Data Solutions Manager

**Reports to:** Chief Operating Officer

**FLSA Status:** Non-exempt

**Wages:** \$26.44/hour

**Job Type:** Full Time

**Location:** North County Office

---

**Summary:** The Data Solutions Manager acts as the lead administrator of *Social Solutions'* Efforts to Outcomes (ETO) online data management software to coordinate the collection, storage, and retrieval of client and program activity data. This position's main function is to lead, maintain, and advance data collection efforts that enable the organization to compile data, generate reports, and track service data. Moreover, in partnership with program leadership and Chief Operating Officer, this role leads initiatives that move CCS beyond quantitative data collection into outcome-driven program evaluation/design. This position must protect the privacy of client data and allow CCS to create and produce accurate reports in compliance with multiple mandates. The Data Solutions Manager works with program staff to ensure systems are user-friendly and able to produce timely and accurate data to guide service delivery, satisfy funder requirements, and inform public relations and marketing efforts.

**Essential Functions:**

- Configure and maintain ETO, ensuring the integrity of data and security of the system
- Customize ETO to incorporate entry fields, drop-down menus, range selections, etc., and revise as needed
- Lead report writing/query building in the ETO system; ETO reporting uses SAP BusinessObjects
- Analyze data-related information requirements and collaboratively design and implement data-driven solutions
- Lead and support data collection efforts toward data evaluation, driven by program outcomes
- Work with program staff and leaders to create and/or revise forms, surveys, and other data collection tools
- Support program leadership to develop and implement programs utilizing data-sourced evaluations and outcomes
- Collaborate with program staff to ensure data accuracy, ease of use, and efficiency
- Generate data and reports to submit for contracts, grants, program leadership, fundraising, and proposals
- Implement creative "work-around" solutions in situations where the ETO software is unable to track (or report) necessary data
- Lead, develop, and deliver training regularly to ensure staff/volunteers are proficient users of ETO
- Design and maintain user-friendly materials and documentation of processes/procedures to support ETO users
- Serve as ETO help desk, promptly addressing and resolving all user issues by providing in-person, telephone, and/or email technical assistance to staff to support the successful application of ETO user skills
- Develop and implement processes for data quality assurance, including accuracy and timeliness of data entry
- Coordinate data security practices and ensure compliance with all federal, state, and local mandates, and conduct regular data security audits as directed
- Other duties as assigned

**Job Requirements:****Education:**

- Bachelor's Degree in Information Technology, related field or equivalent combination of experience
- Must maintain Administrator Certification in ETO

**Experience:**

- Minimum two years' experience in collecting, managing, and analyzing data
- Experience leading teams and training entry-level staff, including supporting a multi-site environment
- Knowledge of statistics, familiarity with data evaluation, and experience in writing database queries

**Preferred Skills:**

- Bilingual/Multilingual fluency of one or more languages (Written and Oral)
- Experience in a nonprofit or social services work environment
- ETO database experience and knowledge of advanced Excel features

**Core Competencies:**

- Strong interpersonal and communication skills, including the ability to communicate technical subjects to non-technical individuals and to collaborate with teams
- Computer proficiency with Microsoft Office Suite Applications
- Organized and detail oriented with the ability to effectively multi-task, prioritize, and meet deadlines
- Ability to maintain a proactive approach and execute all duties in their entirety
- Proactively adapt to always changing requirements and duties
- Maintain confidentiality and professionalism at all times
- Ability to collaborate and communicate with staff and vendors in a collegial and productive manner

**Working Environment:**

This job operates in a professional office environment. Must maintain personal cell phone for work-related purposes. Ability to work in intimate partner violence, sexual assault, and stalking fields.

**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 talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms. Must be able to lift and carry up to 25 pounds.

**Travel:**

Some travel may be required (up to approximately 10% mostly within San Diego County). Must have reliable transportation available for work-related purposes, a valid California driver's license, and proof of automobile insurance.

**Work Hours**

The employee must be available during Agency working hours of 8:30 a.m. to 5:30 p.m. and must work 40 hours each week to maintain full-time status. Occasional evening and weekend work may be required as job duties demand.

---

**To Apply: Please submit a resume and cover letter to Marielle Downes at [MDownes@ccsd.org](mailto:MDownes@ccsd.org)**



Center for  
Community Solutions  
Hope, Healing and Prevention