

United Way
of the Midlands



Organization: United Way of the Midlands
Job Title: Community Research Analyst
Supervisor: Sr. Director NE 211 Helpline
FLSA Status: Full Time, Exempt
Location: Omaha, NE

UWM's Mission: To UNITE our community's CARING SPIRIT to build a STRONGER tomorrow.

UWM Guiding Principles:

- Build **TRUST** in everything we do
- Extend **GRACE** by thinking beyond yourself
- Show **GRIT** by bringing it every day
- Be **OPEN** to embrace others' differences
- Actively **ENGAGE** by listening and sharing
- Live **CURIOSLY** to learn constantly

As an organization that has been around for nearly 100 years, United Way of the Midlands (UWM) has served the Omaha-Council Bluffs metro by bridging the business and not-for-profit sectors to create a Circle of Support that helps our neighbors overcome difficult challenges and start building a better future. UWM's funded programs and direct services address social and economic disparities and meet families' essential needs such as healthy food, safe and stable housing, physical and mental health services, career preparation and job training. We are also diligently working to learn more about the experiences of different communities and to strive for inclusivity and equity so individuals and families can lead the best lives possible.

As a Community Research Analyst at United Way of the Midlands, you will be responsible for helping drive critical business decisions by analyzing metrics and designing reports. This may include identifying and analyzing data in available resources, creating summary analysis, and recommending improvements for the 211 Helpline. This role is responsible for the development, delivery and maintenance of reporting to support operational objectives.

Duties and Responsibilities:

- Monitor data to identify changes in community, financial and business trends
- Interpret complex data, analyze results and provide recommendations.
- Communicate results of data analysis in written and verbal form to Managers
- Accurately collect, record, and analyze data using qualitative and quantitative methods
- Develop standard and ad-hoc reports, including data visualizations.
- Implements and manages Contact Center data management practices and policies
- Other Duties as assigned

Required Skills and Abilities:

- Excellent critical thinking and strong problem-solving skills
- Analytical skills that allow for the development of data-driven reports
- Strong written and verbal communication skills to effectively relate data to management and co-workers
- Ability to prioritize tasks and manage time well
- Tendency to pay close attention to small details that could impact results

- General knowledge of business operations, objectives, strategies, process and information flow
- Experience with Microsoft Suite; Proficient in Microsoft Excel formulas and functionality especially Pivot Tables

Ability to commute/relocate:

- Omaha, NE 68102: Reliably commute or planning to relocate before starting work (Required)
- 1+ year experience creating reports with CRM, call center, or enterprise system data
- 2+ years' experience creating reports

Supervisory Responsibilities:

This job has no supervisory responsibilities.

Education and/or Experience:

- Bachelor's degree from four-year College or University in business, finance, accounting, information systems, or a related field
- Three to five years of experience as a financial or business analyst

Physical Requirements:

- Prolonged periods of sitting at a desk and working on a computer
- Ability to communicate clearly in person and over the telephone
- Regularly reach with hands and arms and talk or hear
- Occasionally required to walk; climb or balance and stoop, kneel, crouch, or crawl
- Must occasionally lift and/or move up to 10 pounds
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions
- The noise level in the work environment is usually moderate

Benefits:

- Shared health, dental and vision insurance
- Generous 401(k) Retirement plan
- Health savings account
- Flexible spending account
- Employee Assistance Program
- Paid vacation and sick time
- Employer paid life and disability insurance
- Professional development assistance
- Tuition reimbursement
- Onsite cafeteria and gym

How to Apply:

Please submit your cover letter and resume to resume@UWMidlands.org

United Way of the Midlands is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status or any other characteristic protected by law.