



Posting

Organization: United Way of the Midlands
Job Title: 211 Reporting Analyst
Supervisor: Sr. Director, NE 211 Helpline
FLSA Status: Full-time, Exempt - Grant Funded
Location: Omaha, NE

As an organization that has been around for 98 years, United Way of the Midlands (UWM) has maintained a long-standing commitment to addressing social injustice by serving the underserved and partnering with other organizations that are striving to create a more equitable community. We are 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 Reporting 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:

- Understand the various 211 Nebraska systems to build intuitive reports, data visualizations, and presentations to tell stories with data that convey key performance metrics and significant trends for external and internal customers.
- Accurately collect, record, and analyze data using qualitative and quantitative methods
- Create business reports that provide insight into key data points for weekly, monthly, quarterly, and annual reports
- Respond to ad-hoc requests for statistics from internal and external stakeholders.
- Provide business intelligence, analyzing data and delivering actionable information that help inform business decisions.
- Communicate results of data analysis in written and verbal form to managers.
- Monitor data to identify changes in community, financial and business trends
- Add new agencies, programs, etc. to database
- Assists with work in other UWM databases as requested.
- Implements and manages Contact Center data management practices and policies
- Other Duties as assigned

Required Skills and Abilities:

- Excellent critical thinking and 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

Preferred Skills and Abilities:

- Experience or willing to learn the following:
 - Microsoft relational databases or Microsoft Access
 - SQL
 - Data Visualization with Power BI
- 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
- 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.