



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

Summary:

United Way of the Midlands' 211 Contact Center is experiencing explosive growth as we find new and innovative ways to connect people with resources that can help. New partnerships and technology has fueled our expansion and we now operate several lines of work and provide information via phone, web, text and live chat. In addition to securing state funding, corporate and community partners leverage our database of more than 10,000 resources, telecommunications infrastructure and statewide footprint to improve social, economic and health outcomes for clients. We are looking for a dynamic data professional to explore call and database data, and in doing so, identify gaps, community needs, opportunities to improve, and spaces where 211 can make an even greater impact.

As a Community Research Analyst at United Way of the Midlands, you will be responsible for guiding continuous improvement and operations decisions by sharing insights derived from data sources. This includes analysis of large data sets and interpretation of key findings. As part of this work, this role is responsible for creating summary analysis with compelling visualizations, making operational recommendations, and reporting results to internal and external stakeholders. While the role uniquely supports the United Way of the Midlands' 211 contact center, it is part of a broader effort to promote data-driven decision making and measure impact across the full-scope of UWMs operations.

Duties and Responsibilities:

- Explore call data to identify changes and trends impacting the community and 211 operations.
- Accurately collect, record, and analyze data using qualitative and quantitative methods while maintaining data integrity.
- Interpret, synthesize and communicate research findings – providing recommendations for improvement, identifying opportunities for expansion, and sharing implications for future operations.
- Develop standard and ad-hoc reports, data visualizations, written reports and presentations.
- Ensure projects, findings, methodology and deliverables maintain consistency with UWM data practices
- Implement and manage Contact Center data management practices and policies
- Other Duties as assigned

Required Skills and Abilities:

- Excellent critical thinking and strong problem-solving skills
- Ability to find anomalies, patterns and correlations in data sets
- Analytical skills that allow for the development of data-driven reports
- Ability to translate data into actionable insights
- Fluency developing charts, graphs and other data visualizations
- Strong written and verbal communication skills to effectively relate data to management and co-workers, and work collaboratively to drive continuous improvement
- 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
- 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, data science 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

Job Type: Full-time

Schedule:

- 8 hour shift

- Day shift
- Monday to Friday

Ability to commute/relocate:

- Omaha, NE 68102: Reliably commute or planning to relocate before starting work (Required)

Work Location: One location

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.