



Data Manager

Intercambio is a great place to work! Intercambio was founded in 2001 to bring English learners and community volunteers together in language classes and gatherings to build skills, confidence, and life-changing connections. We have connected over 15,000 students, teachers, and adult ESOL organizations through our programs, trainings, and curriculum. Intercambio participants build relationships that break down barriers of language, culture, race, and socioeconomic status — creating connections that build a more fair, just, and inclusive society. Our staff are experienced, diverse, passionate about our mission, and learn from our participants and each other.

The Data Manager is responsible for supporting the Intercambio team with data management and data analysis, ensuring positive outcomes through the seamless and secure flow of information within and outside the organization. This position will ensure the timely access and delivery of data, and identifying efficient methods to organize, store, and analyze data while maintaining strict security and confidentiality measures. The primary objective will be to implement effective data management practices and contribute to the overall success of our organization. Join our team and be a key driver in optimizing our data systems, unlocking valuable insights, and supporting data-driven decision-making processes.

This position is full-time (40 hours per week) and reports to the Director of Operations. The successful candidate will be expected to work in our Boulder & Longmont offices each week, and from home.

We welcome your cover letter and resume at jobs@intercambio.org. Please be sure your cover letter specifically tells us how you meet our qualifications.

RESPONSIBILITIES:

- Create and enforce policies for effective data management
- Support others in the daily use of data systems and ensure adherence to all applicable standards
- Formulate techniques for quality data collection, ensuring adequacy, accuracy and legitimacy
- Establish rules and procedures for data sharing with internal and external stakeholders
- Assist with reports and data extraction when needed
- Troubleshoot, monitor, and analyze information and data systems and evaluate their performance to discover ways of enhancing them (new technologies, upgrades etc.)
- Devise and implement efficient and secure procedures for data management and analysis with attention to all technical aspects
- Assist the staff in turning data into actionable information
- Develop procedures so accelerate data analysis and reporting
- Work with the DoO to envision, develop, and deliver standardized training to database users
- Help update and develop data entry forms, training materials, user guides, and other materials
- Assist in creating detailed documentation of database workflows, customizations, and data entry processes within Intercambio's databases
- Provide data entry and data "clean-up" support to program staff monthly.
- Identify ways to better show Intercambio's impact using existing data sources.
- Work with leadership to identify key areas of improvement and initial priorities.
- Maintain working relationships with other Intercambio staff to ensure strong collaboration around data collection and reporting activities.

- Create and maintain dashboards and reports to track key metrics.
- Prepare reports for leadership that effectively communicates trends, patterns, and predictions using relevant data.
- Keep management apprised of system issues and problems.

QUALIFICATIONS:

Required Qualifications

- Knowledge of and commitment to Intercambio's mission and strategic vision
- Work experience or a degree that demonstrates a strong comfort in working with numbers and data
- Exceptional understanding of data administration and management functions
- Proficient in MS Office (Excel, Access, Word etc.)
- Proficient in working with databases and data structures
- An analytical mindset with problem-solving skills
- Strong technical acumen and exceptional troubleshooting abilities.
- Excellent communication skills to translate complex problems using non-technical terms
- Ability to analyze, interpret, and organize large amounts of data
- Excellent time management skills and the ability to work towards meeting multiple deadlines
- Ability to compile and organize findings and data retrieved before presenting it to management
- Ability to work and collaborate with a diverse team

Desired Qualifications

- Proven experience working with data
- Knowledge of Salesforce
- Deep understanding of databases and data analysis procedures
- In-depth understanding of modern database and information technologies
- Effective communication and interpersonal skills

Starting Salary Range: \$58,000 to \$62,000 per year. Intercambio also offers a competitive benefits package that includes:

- Health insurance, vision insurance and dental insurance. Intercambio pays 90% of the premiums for good, basic employee coverage currently through Anthem BCBS. Enhanced medical coverage is available for the cost of the difference between plans.
- Life insurance. Fully paid \$50K policy
- Simple IRA after 1 year with a company match of 3%
- Funds for annual professional development
- Paid time off/sick time. 21 days of paid vacations and up to 10 days of paid sick leave per year, increasing after two years.
- Generous company holiday schedule, including 6 company holidays plus the week off between Christmas and New Year's Day

At Intercambio, diversity, equity and inclusion are at the core of who we are. [Read our Equity Charter here](#). We are committed to creating a diverse and equitable work environment and strongly encourage you to apply if you have lived immigrant experience, are part of the BIPOC (Black, Indigenous, and people of color) and/or LGBTQIA community, are differently-abled, a veteran, or are of diverse nationality or religion.