What Works Cities | RESULTS FOR AMERICA

Organization Overview

Results for America is the leading, national nonprofit organization helping policymakers at all levels of government harness the power of evidence and data to solve the world's greatest challenges. Our mission is to make investing in what works the "new normal," so that, one day, all government leaders use rigorous evidence and quality data to inform important policy and funding decisions. We believe that data-driven and evidence-based policy decisions could significantly increase the impact of the over $1 trillion that governments spend annually to address the needs of the most vulnerable Americans.

Founded in 2012, RFA spent its first three years partnering with policy innovators to build the credibility of evidence-based policymaking, securing early and important wins in education, expanding its work to multiple levels of government and driving awareness and demand through carefully orchestrated education and communication campaigns. During its second phase (2015-2018), RFA worked to demonstrate the power of evidence-based policymaking in ways that resonate with an even broader universe of elected officials and policymakers. Now beginning its third phase of work, RFA intends to demonstrate that governments at all levels can make faster, more lasting progress in accelerating economic mobility for residents when they use evidence and data in decision-making. By creating specific issue-area wins, RFA will further cement support for evidence-based policymaking among all policymakers as the "new normal."

Initiative Overview

What Works Cities is a Bloomberg Philanthropies initiative striving to increase local governments' use of data and evidence to improve the quality of life for city residents. What Works Cities helps US cities improve how they track and use information to make decisions about everything from economic development to public safety. What Works Cities is also building national momentum and developing resources to assist cities around the country in doing this work. Additionally, learning networks will provide ongoing support to cities on best practices and lessons learned across cities.

In November 2018, Bloomberg Philanthropies, the Bill & Melinda Gates Foundation, and Ballmer Group announced a $12 million project that will help communities analyze economic mobility in American cities and develop interventions that can increase residents' economic progress. Results for America is proud to be part of this exciting initiative. Through its involvement, Results for America and What Works Cities partners will work with ten American cities to identify barriers to economic mobility and test and share promising approaches to help residents overcome them.

Position Overview

The Analyst will work closely with the What Works Cities partnership to leverage data to interpret and convey the impact of its work and support the continuous improvement of overall partnership efforts. The Analyst will help design the technical infrastructure, manage data collection, perform analyses, and design and share meaningful reports about how governments are improving their use of data and evidence to achieve positive results for their residents. Candidates should know how to query, analyze, and visualize data, and have a mastery of scripting, database, and statistical languages. The ideal candidate has strong experience with Salesforce or similar SQL database, and a passion for helping organizations adopt new technologies and tools.

Position Reporting Relationship

The Analyst, Knowledge Management, will report to the Associate Director, Knowledge Management.

Position Responsibilities

The Analyst, Knowledge Management, position will focus on five (5) core areas of work: technical infrastructure and strategy, data collection and management, analysis and research, reporting, and special projects. Specific position responsibilities include, but are not limited to, the following:

Technical infrastructure and strategy
- Advise on and support the design, configuration, maintenance, and improvement of our technical infrastructure, which relies primarily on COTS tools, and Salesforce as the platform;
- Establish a consistent, efficient data governance process, accounting for the full data life cycle;
- Oversee the day-to-day activities of Salesforce implementation and ongoing improvement;
- Manage user roles, security, profiles, workflow rules, and other configuration options;
- Train and support team members across the organization, making sure that tools and processes meet their needs and keep pace with changes in program operations.

Data collection and management
- Design, operate and maintain data collection systems;
- Coordinate and track data collection across initiatives, ensuring timely collection and integrity.

Analysis & research
- Analyze data using software such as R, SAS, STATA, GIS
- Make recommendations on program evaluation, research design, and reporting based on best practices in the fields of political, social, and urban science;
- Engage in efforts to increase data curiosity and comfort across the organization.

Reporting
- Support continuous improvement efforts by developing, creating, improving and disseminating regular monitoring reports and dashboards, applying high-quality statistical analysis and visualization tools and practices;
- Serve as the point of contact for questions regarding meaning and use of those reports.

Special Projects
- Provide additional support for special projects as needed

This is a full-time, exempt position based in New York, NY.

Position Qualifications
The ideal candidate will possess the following qualifications:

Technical qualifications
- BA/BS degree in a quantitative field (computer science, mathematics, statistics, economics, etc.)
- Technical project management experience, including familiarity working on product development with vendors/contractors
- Experience working with relational databases, including experience in design and development, data extraction/manipulation using SQL, bulk data entry and combination of multiple data sets
- 1 – 2 years of experience implementing and using Salesforce, ideally in a non-profit
- Advanced proficiency with Excel and substantive experience with additional tools for statistical analysis, visualization, and data management, including statistical software packages such as R, STATA, SPSS, SciPy, SAS, etc.
- Expertise in data visualization tools, especially Tableau
- Ability to work with various data formats (e.g. SQL, JSON, CSV, etc.)
- Ability to extract value from unstructured, qualitative information
- Demonstrated experience with scripting languages, including R or Python

Other qualifications
- An interest in advancing public policy

- Excellent written and analytical skills
- Demonstrated experience explaining technical material to non-technical audiences
- Outstanding organizational skills
- Demonstrated ability to manage third party vendors
- Commitment to a collegial workplace
- Self-starter with the ability to work in a fast paced, results-oriented workplace

Salary range and benefits package: highly competitive.

How to Apply
If interested, please forward a cover letter and resume to recruiting@results4america.org, subject: "Analyst, Knowledge Management – Your Name".

Results for America is an equal opportunity employer and actively encourages people from minority groups and diverse backgrounds to apply for positions within our organization.