

WHAT WORKS CITIES CERTIFICATION

JOB DESCRIPTION | ASSOCIATE / ANALYST, CERTIFICATION

Organization: Results for America, What Works Cities

Role: Associate / Analyst, Certification

Reports to: Senior Manager, Certification

Location: New York, NY

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.

What Works Cities (WWC) Initiative Overview

What Works Cities, a Bloomberg Philanthropies initiative, helps city governments across the country improve residents' lives by using data and evidence effectively to tackle pressing challenges. Operating as a partnership of four non-profit organizations, WWC works directly with city leaders and staff through coaching and implementation support, a range of online and in-person learning opportunities, and a growing professional network. WWC's support is guided by a national standard of excellence in data-driven governance. Since our launch in 2015, we have helped more than 150 cities make progress on their most pressing issues, from health and public safety to homelessness and blight.

Position Overview

Results for America is seeking a dynamic professional with a passion for improving the performance of city government and strong data management, analytical, and interpersonal skills to join the What Works Cities (WWC) Certification team. The associate / analyst will be crucial in managing and maintaining the integrity of the cities' data shared via the assessment and Certification process. What Works Cities Certification is a national recognition program, which celebrates and accelerates the use of data and evidence in local governments by rewarding achievements and providing a clear path to excellence.

Position Reporting Relationship

The Associate / Analyst, Certification reports to the Director, Certification.

Position Responsibilities

The responsibilities of the Associate / Analyst, Certification, include but are not limited to the following:

Certification program execution and research support (50%):

- Conduct and complete reviews of assessments submitted by local governments, including careful review of supporting documentation and leading review calls with cities as needed
- Contribute to on-going content development of the Resource Bank, including the research and tracking of data-driven practices, programs, policies, and additional data points in cities
- Support a high-quality experience for cities participating in the WWC Certification program
- Conduct analysis on Certification data to inform the program and help identify trends
- Draft reports and presentations based on internal and external data about cities
- Assist with the development and execution of outreach to encourage city leaders to complete an assessment and participate in the Certification program
- Support impact tracking and reporting
- Provide additional support for special projects as needed

Management and maintenance of Certification data (50%):

- Manage and maintain the quality, reliability and completeness of the data from more than 200 local governments participating in the Certification program, mainly through Salesforce and a new Assessment platform (*under development*)
- Assist with the development and launch of the Assessment tool, the external-facing online platform cities utilize to complete assessments and update and share their data
- Lead the daily management of the Assessment platform post-launch, including ensuring data is complete and high-quality and troubleshooting any issues experienced by users of the platform
- In conjunction with the WWC Data team, oversee the routine integration of data between Salesforce and the Assessment platform
- Support the development, launch and management of the Resource Bank, an online compendium of city best practices and resources to help cities to advance on criteria, that will reside on the Assessment platform
- Liaise with the WWC Data team to develop, implement and enforce internal data standards and maintain integrity and quality of the Certification team's data on Salesforce and Assessment Platform
- Serve as the Certification Team's representative on the WWC Data Governance Team

Ideal Qualifications and Skills

The ideal candidate will possess the following qualifications:

- College degree and 3 to 5 years of work experience or a graduate degree with some additional work experience;

- Proven track record setting and enforcing standards and controls for datasets and databases
- Experience with research and analysis, customer service, and relationship management;
- Experience using Salesforce, Tableau, Google Suite, MS Office, Word, Excel, PowerPoint and strong knowledge of database management with the ability to construct and produce reports and work with datasets;
- Familiarity working with local government, a knowledge of their structures and constraints, and a commitment to driving innovation and improvements in the effectiveness of local governments;
- An analytical mindset with critical thinking and problem-solving skills;
- Excellent presentation, verbal and written communications skills;
- Exhibit a strong work ethic and solid organizational skills, including attention to detail, time management and multitasking skills;
- A commitment to a collegial workplace; and
- Self-starter with the ability to drive multiple projects forward and work independently in a fast-paced, results-oriented workplace.

Salary range and benefits package: Competitive. This is a full-time, exempt position at 40 hours per week. There may be instances where the Associate/Analyst, Certification, is asked to travel and work additional hours, as needed.

How to Apply

To apply for this position, please send your cover letter and resume to recruiting@results4america.org. The subject line of your email should read "YOUR NAME – Associate/Analyst, Certification".

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.