



Organization: Results for America

Role: Manager, Community & Implementation (WWC)

Location: Flexible

Organization Overview

Results for America (RFA) 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 \$2 trillion that governments spend annually to advance economic mobility and racial equity.

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 in 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."

Department Overview

What Works Cities, launched in 2015 by Bloomberg Philanthropies and led by Results for America, established the first-of-its-kind standard of excellence for data-driven, well-managed local government. What Works Cities Certification recognizes and celebrates local governments for their exceptional use of data to inform policy decisions, allocate funding, improve services, evaluate the effectiveness of programs and engage residents.

Cities begin their What Works Cities Certification journey by completing a self-Assessment to benchmark their progress on data-driven governance. They then receive a customized roadmap with next steps and join the What Works Cities Community. The Community includes exclusive access to a broad ecosystem of expert partners who lead how-to sprints, coaching, peer connections, resource bank, a city leaderboard, and more. Together, the Assessment and Community support cities in their efforts to achieve Silver, Gold or Platinum Certification.

The Community & Implementation team is responsible for overseeing the WWC Certification Community and supports city staff in their journey to pursue and achieve Certification. The C&I team's programming includes learning opportunities, 1:1 coaching, city cohorts and peer learning groups, standalone resources, leaderboard, and an online forum. The team also manages a broad ecosystem of expert partners who provide practical implementation support for city staff. Leveraging the baseline established by the Assessment, the C&I team supports the city government's data journey by providing targeted support on criteria.

Position Overview

Results for America is seeking a driven professional, who works well in a team environment, to help build and implement larger local government network programming for city practitioners across North and South America. This position would also specialize in impact tracking work to ensure the network is delivering and continuously improving. Strong project management and organizational skills as well as knowledge of local government, Salesforce, and interpersonal skills are essential.

Position Reporting Relationship

This position would report to the Senior Manager, Community & Implementation.

Position Responsibilities

C&I Program Execution (40% of time)

- Support a small portfolio of client-cities through a coaching model designed to support cities to make adopt and implement data & evidence best practices; and other C&I supports like peer shares and WWC webinars;
- Support the development of a members-only resource bank and the build of other self-serve resources (working close consultation with Certification, C&I and WWC expert partners);
- Actively participate in community discussions and provide cities strategic guidance on use of the Forum; and
- Support C&I team in the testing and iteration of programming to ensure a world-class city experience.

Impact, Data Management & Continuous Improvement (40% of time)

- Manage the C&I team's Salesforce infrastructure and pipelines under the guidelines established by the Director, TIS;
- Oversee the C&I team's data quality efforts, ensuring all data is high-quality and timely;
- Manage impact survey development & administration for all C&I programming and partner supports;
- In close partnership with the Director and Senior Manager, project manage all funder impact deliverables including but not limited to monthly attendance data and quarterly reports, bi-annual and annual reports;
- Manage the C&I team's use of Airtable ensuring quality data input from WWC partners and alignment with Salesforce;
- Work with the WWC Systems and Platforms Administrator on all Salesforce infrastructure building and maintenance;

- Input data and impact stories for the supported portfolio of client-cities into Salesforce systems; and
- Oversee the retooling of our impact processes and planning as appropriate.

City Outreach (15% of time)

- Support outreach and recruitment efforts to bring cities into the WWC Initiative, including sending emails and/or scheduling meetings with city staff.

Administration (5% of time)

- Support the C&I team with light administrative work as requested.

All RFA employees are expected to participate in the organization's diversity, equity, and inclusion (DEI) efforts.

This is a full-time, exempt position.

Qualifications

Experience

- Bachelor's degree and 6 to 8 years of post college work experience;
- Experience managing multiple projects, including executing on individual goals and deadlines as part of broader project plans;
- Experience with and passion for government innovation at the local level; and
- Experience with research and analysis, customer service, and relationship management.

Competencies

- Strong project management and organizational skills including strong capacity to manage and coordinate simultaneous projects and successfully prioritize among multiple tasks;
- Demonstrated skill in Salesforce, Tableau, Google Suite, MS Office, Word, Excel, PowerPoint;
- Strong knowledge of database management with the ability to construct and produce reports;
- Exhibit a strong work ethic, time management skills, and attention to detail;
- Excellent written and interpersonal skills;
- Ability to think creatively and incorporate creative insights into product and process design;
- Bi-lingual Spanish and/or Portuguese speaker a plus;
- Strong commitment to the Results for America mission and vision; and
- Strong commitment to RFA's diversity, equality, and inclusion commitments.

Salary and Benefits

At Results for America, all staff members currently receive a compensation package that includes: (1) a salary aligned with RFA's position level and salary bands and against similar nonprofit organizations; and (2) a suite of benefits that includes a choice of medical and/or

vision and dental care, paid time off, a 403b retirement plan with employer match, and education and commuter benefits. The salary range for this position is \$79,200-\$90,200.

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 – Manager, C&I".

RFA is an equal opportunity employer that values/celebrates diversity and that follows a policy of making all employment decisions and personnel actions without regard to race, color, religion, national origin, sex, age, marital status, partnership status, personal appearance, sexual orientation, gender identity or expression, genetic information, family responsibilities, matriculation, political affiliation, disability, status as a victim of domestic violence, sexual offenses or stalking, military status, veteran status or any other category protected under federal, state or local law.