



Job Description

Job Title: Data Specialist
Reports To: Quality Service Manager
Department: Core

Summary: This position is primarily responsible for capturing, organizing, verifying, and reporting data from multiple sources and utilizing technical expertise to ensure data accuracy, as well as analyzing, designing, and presenting data in a way that aids in decision-making.

Essential Duties and Responsibilities:

1. Data management and reporting (65%):
 - a. Develop and/or maintain databases and data systems.
 - b. Perform analysis and interpret data using statistical techniques to assess quality and meaning of data.
 - c. Use automated tools to extract data from various sources.
 - d. Prepare and provide ongoing agency-wide reports to management team for funding entities and other third parties, including creating custom reports as needed. Report emerging trends apparent from data.
 - e. Increase the breadth and quality of data that is tracked, monitored, and analyzed for both internal use and external reporting.
 - f. Serve as lead regarding complex data issues and resolution.
 - g. Handle complex data requests, reports, and predictive data modeling.
2. Work in partnership with Core team to carry out work in all phases of the Core programs including but not limited to (20%):
 - a. Assist in data entry required of Core department as assigned.
 - b. Ensure that all DCFS licensing and rate certification information is updated on a monthly basis.
 - c. Complete data checking procedures as needed in DTP.
 - d. Generate and ensure accuracy of the County Census information.
 - e. Mail and e-mail monthly follow-ups for referrals.
 - f. Attend INCCRRA statewide meetings as appropriate and represents the Agency at other meetings as requested.
 - g. Facilitate trainings periodically as assigned.
3. Assist in the completion of referral, updates and follow ups when assigned (5%)
4. Maintain required job knowledge, skills and core professional competencies by attending and participating in required staff meetings, educational programs, and staff meetings. (5%)
5. Perform other duties as assigned. (5%)

Performance Measures:

1. Inquiries are handled accurately and within two business days, with courtesy and respect shown to all callers and in-person visits.
2. Deliverables are met as set in place by the Illinois Department of Human Services guidelines
3. Goals of assigned programs are achieved within designated timeframes; creative solutions and ideas are sought to achieve these goals.
4. Employee is familiar with, and able to apply correctly, current state and agency policies regarding Referrals, Follow-Ups, Program Updates.
5. All data is entered with a high degree of accuracy within established timeframes.

6. Employee understands and demonstrates a high level of professionalism. This includes respecting the confidentiality of agency clients/providers, emphasizing quality customer service, maintaining job knowledge, and all information pertaining to Community Child Care Connection, Inc.
7. Fifteen (15) hours of continuous education achieved.

Supervisory Responsibilities: None

Qualifications: To perform this job successfully, an individual must be able to perform each of the essential duties outlined satisfactorily and be able to occasionally travel as business necessitates. The requirements listed are representative of the knowledge, skills and abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Individuals must be able to travel overnight as business necessitates, work evenings and weekends, and hold a valid Illinois Driver's License and have the ability to travel as assigned.

Education and Experience: Bachelor's Degree from an accredited college or university in related field, with a minimum of two (2) years-experience in tools used for data analysis and implementing new software. Must be proficient in Microsoft Office Suite, especially Excel and Access.

Language/Communication Skills: Within a 90-day probation period, staff must demonstrate the ability to read, analyze, interpret, and verify data from multiple formats. Ability to write reports, business correspondence and procedure manuals is required. Ability to affectively present information and data and respond to questions from diverse groups of constituents, early childcare professionals, parents, clients, and the general public is required.

Mathematical Skills: Ability to perform basic addition, subtraction, multiplication and division, as well as complex statistical problems.

Reasoning Ability: Ability to define problems, collect data, establish facts, and draw valid conclusions.

Certificates, Licenses, Registrations: Must become a member of the Gateways to Opportunity Registry upon hire and renew membership yearly to remain in compliance with IDHS contract.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit, use hands and fingers, handle or feel, reach with hands and arms, and talk and hear. The employee frequently is required to stand and walk. The employee is occasionally required to climb or balance, stoop, kneel, crouch or crawl. The employee must occasionally lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Work Environment: The work environment characteristics describe here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Office environment with moderate temperature and noise levels.