Job Title: Data/Systems Analyst	Core Team	Reports to:	Lauren Nissen, Associate Director of Grants
Department/Division:	Core Team	Direct Reports:	None
Status:	Full Time	Date:	January 2022

Mission:
To ignite generosity that transforms lives and communities.

Vision
Vibrant and sustainable communities where every person has the opportunity to thrive.

Office Culture Statement:
At Innovia Foundation, we invest in our staff and create an empowering and innovative work environment.
We are passionate about serving our communities.
We trust and treat each other with honesty and respect.
We support, inspire and encourage each other.
We are accountable to ourselves and each other.
We respect our colleagues by being present and having direct and open communication.
We are intentional in our interactions.
We have a deep commitment to equity internally and throughout our region.
We celebrate our successes.

History:
Our Roots: In 1974, as Spokane was preparing to host the World's Fair, a group of concerned citizens saw a need for a foundation that could continue revitalizing the communities of the Inland Northwest. That year, the Junior League of Spokane founded the Greater Spokane Community Foundation, a new entity that replaced the original Spokane Foundation, which had been established in 1915 with a single trust.

Our Reach: In the 1970s and 1980s, the Foundation's understanding of "community" grew, and we began to reach beyond the Spokane area. Recognizing that people with common interests and concerns know best how to meet local needs, the Foundation's territory expanded to include 10 counties in Eastern Washington and 10 counties in North Idaho. The name was changed to Foundation Northwest to reflect the expanded region. In 2006, the Foundation conducted 500 interviews with community members and developed a comprehensive strategic plan. This launched another period of major growth. Our name was rebranded to Inland Northwest Community Foundation.

Our Rebrand: In 2018, the Foundation underwent a rebranding effort. The rebrand to Innovia Foundation was a strategic decision to bring greater awareness and engagement around important issues in the region—and the important work the Foundation is already doing.
The new name and brand were the result of a thorough and thoughtful process involving not only the Foundation's staff and board, but also community partners and other key stakeholders.

Position Summary:

The **Data/Systems Analyst** is a member of the Core Team. As such, the primary daily duties of this position will be Core Team related as outlined below. Core Team members coordinate workflow of duties on a daily basis so that these functions are performed timely and efficiently with an emphasis on operational excellence. In this role, the Data/Systems Analyst will be the primary lead in database management and will support data and systems for the overall mission of the Foundation.

Core-Team:

The Core Team is responsible for the fundamental operational processes of the Foundation. Supporting both the donor services team and the community impact team, this model emphasizes cross training to increase shared knowledge, enabling each core-team member to become more customer centric. Cross training increases collaboration while enhancing individual expertise and problem-solving capabilities.

Core-team duties might include but are not limited to:
- Daily processing of gifts including gift acknowledgement letters
- Daily monitoring of the Core Team e-mail inbox
- Daily processing of donor-advised grants
- Daily management of iPhiCore (integrated information system used by Innovia Foundation - https://www.stellartechsol.com/sf/Solutions/CoreEnterprise/tabid/80/)
- Daily fund management including setup and retirement
- Weekly grant check processing
- Bi-weekly processing of accounts payable
- Designated and other grant processing (timing varies)
- Sharepoint document storage maintenance, cleanup and organization
- Donor services including fund balance inquiries, annual distribution timing, accessing online giving platform, grant recommendation status and other basic fund inquiries.
- Grantee services including accessing online grants platform, reissuing lost checks and other basic grant program inquiries
- Ongoing process improvement and evaluation with an emphasis on effectiveness and efficiency
- General support of strategic direction of the organization
- Providing exceptional customer service, both internally and externally

Core-Team Daily Question: "What can I help you with today?"
Core-Team Daily Statement: "I need help with _____."

Secondary Responsibilities – Data/Systems Analyst

After completion of the Core-Team duties as determined per the daily Core-Team workflow meeting, the **Data/Systems Analyst** position will also have the opportunity to work on data and systems analysis to support the overall mission of the Foundation. These responsibilities include, but are not limited to, the following:

- o Maintain auto generated letter and e-mail templates from iPhiCore using HTML
- o Manage and maintain efficient flow of data between backend internal database and frontend donor/grantee/volunteer/event portals.
- o Manage taxonomy classifications for efficient grant reporting
- o Build and manage Field of Interest classification for donor stewardship
- o Periodically validate iPhi internal data for accuracy and assist with clean-up projects as needed
- o Design and implement reports, queries and data dashboards
- o Coordinate mailing list preparation for various events and mailings
- o Support the organization as a whole through requested data analysis and reconciliation

General Office Responsibilities
- o Provide customer service including answering inbound phone calls
- o Manage various office checklists and filing systems
- o Administrative support for community events and initiatives

Position Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience:
- Bachelor's degree from a four-year college or university
- Knowledge of relational databases and Structured Query Language (SQL)

Skills and Abilities:
- Strong computer/technology skills
- Expert user in Microsoft Excel and experience utilizing Microsoft Office Suite (Word, Outlook, PowerPoint)
- Experienced with Business Intelligence/Reporting tools preferred (SQL Server Reporting Services, Power BI or Tableau)
- Strong interpersonal and relationship building skills, with customer service orientation to serve staff, board members, donors, vendors, grantees and other constituent groups.
- Strong organizational skills that reflect ability to streamline, perform and prioritize multiple tasks with a critical eye for detail.
- Excellent written and verbal communication skills
- Capable of high-quality performance and at meeting deadlines in a quick moving work environment
- Resourceful team player, with the ability to also be effective independently

Physical Abilities:

- Primary functions require sufficient physical ability and mobility to:
    - Sit for prolonged periods of time
    - Walk
    - Operate office equipment requiring repetitive hand movement and fine coordination, including use of a computer keyboard
    - Utilize verbal and written communication to exchange information
    - Clearly see 20+ feet, with or without corrective lenses and differentiate between colors
    - Occasionally stand, stoop, bend, kneel, crouch, reach, and twist
    - Climb stairs
    - Lift, carry, push and/or pull up to 20 pounds

Mental & Other Skills/Abilities:

- *Adaptability:* ability to adapt to changes, delays or unexpected events in the work environment; ability to manage competing demands and prioritize tasks; ability to change approach or method to best fit the situation.
- *Interpersonal Skills:* ability to maintain satisfactory relationships with others, excellent customer service skills and a good overall understanding of appropriate human relations.
- *Teamwork:* balances team and individual responsibilities; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interest; supports everyone's efforts to succeed.
- *Judgment:* ability to make prudent and timely decisions; ability to exhibit sound and accurate judgment; ability to explain reasoning for decisions.
- *Language Ability:* ability to read and write reports, business correspondence and procedure manuals; ability to effectively present information and respond to questions from management staff, clients, customers and the general public.
- *Mathematical Ability:* ability to work with mathematical concepts such as probability and statistical inference; ability to apply accounting principles.
- *Problem Solving Ability:* ability to identify and/or prevent problems before they occur; ability to formulate alternative solutions to problems, when necessary; ability to transfer learning from past experiences to new experiences of similar nature.
- *Analytical:* Synthesizes complex or diverse information; collects and researches data; uses intuition and experience to complement data; designs work flows and procedures.
- *Quality Management:* ability to complete duties, on time and with precision; ability to edit the accuracy and thoroughness of one's work, as well as the work of others; ability to constructively apply feedback to improve performance, ability to generate ideas to improve and promote quality in work.
- *Reasoning Ability:* ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form; ability to work through problems involving multiple variables.
- *Dependability:* takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time, or notifies appropriate person with an alternate plan.

Work Environment:

The employee is exposed to typical office environment conditions and noise levels.

Employee Acknowledgement:

I acknowledge, understand and agree to the job duties and requirements for this position.

EMPLOYEE NAME (PRINT)

EMPLOYEE SIGNATURE   DATE