

**Partnership for Children of Cumberland County, Inc.**  
Fayetteville, NC

**Position Description Plan**  
**Job Description**

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**Title of Position:**      **Data Management Technician (DMT)**

**Salary Range:** \$27,832-\$31,311

**Supervisor's Name and Title:**

VP of Planning and Evaluation

**FLSA Status:**

**Date of Next Review:**

Regular, Full Time

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**Primary Purpose of Position:**

The Data Management Technician (DMT) reports to the VP of Planning and Evaluation and is responsible for quality improvement and quality assurance activities including data collection and data management, monitoring, evaluation, technical assistance, and training to support effective implementation of programs and strategies. Manage end-to-end delivery of data management services for single/multi-service projects, ensuring quality deliverables on time and within budget, to customer satisfaction. Provide comprehensive data management support to provide high quality data management products that meet customer needs. Assume general responsibility for the collecting, editing, processing, and distribution of data required in the PFC data information systems.

**Duties and Responsibilities:**

**Database Management:**— Each DMT acts as a “lead” DMT for a case load of GEMS Lite (GL) Shared Service Partners representing multiple counties. Have primary responsibility for coordinating the collection, recording and retrieval of data. Create and maintain data files contained in multiple computerized database management systems (DBMS). Read source documents, verify the accuracy of data and may also prepare reports and manage data storage and retrieval systems. Implement and recommend operating methods to improve processing, distribution, data flow, collection and database editing procedures. Database management includes the following sub-categories

- **Data Collection and Data Entry:** Perform data collection, data entry; enters data into database files and retrieves data to create draft reports. Enters and verifies a variety of data in appropriate formats. Tracks and verifies quality of data entry from all sources. Identify official, original, potentially useful, and ultimately understandable knowledge from web sites which is used to make essential business decisions. Compile relevant data to identify socioeconomic trends and patterns and the related institutional impact

- **Data Cleaning and Data Quality (QA):** Compare the data and checking their interior reliability for ensuring they are properly organized. Evaluate the quality, quantity, attributes and uncertainties of the data to provide a reliable and useful data to meet the need. Resolves problems regarding the data. Monitors and refines the quality of the data entry process. Resolves data integrity issues.
- **Data Analysis:** Provides assistance in the preparation of special analyses and reports. Analyze data for searching patterns, style, and difference in your data.
- **Reporting Data:** Run data quality reports and routines to identify data quality issues. Input data into the data management systems. Complete quarterly reports and enhances the data tracking system for quarterly reports and overall evaluation tracking and analysis.
- **Database Builds:** Test new GEMS features as developed with sufficient detail so that the system does not have any major problems when new module is implemented. Determine capabilities and shortfalls of the GEMS data reporting system to position PFC for a long-term viable future of service

**Quality Assurance:** Incorporate quality assurance techniques and promising practices in evaluation work. Review Mid-Year and Annual Program Progress Reports, providing consultation to staff and providers regarding quality assurance recommendations, and providing technical assistance in the form of training and facilitation to staff, providers and/or community agents. Support GEMS Lite Shared Partners during the stakeholder reflection workshops.

**Monitoring of the Strategic Plan:** Support various shared partners and their DSP to identify key milestones and indicators including tools for their verification. Support shared partners and their DSP with reporting on key milestones and indicators through development of required guidelines and process details. Train, support and follow-up with relevant staff on reporting against the identified milestones and indicators. Support the PD&C Director with consolidation and analysis of monitoring information across GEMS Lite Shared Partners. Support the development and implementation of standard quarterly report format for sharing practices and lessons on programmatic and management issues among GEMS Lite Shared Partners.

**Support Studies, Evaluations and Thematic Assessments:** Act as “lead” DMT for the collection, maintenance, analysis and distribution of information used to produce reports and special project reports. Support GEMS Lite Shared Partners team during the mid-term and final evaluations for consultancy management process and also participate on the evaluation team if required. Participate in studies as required to include but not limited to Child Care Supply and Demand, Partnership Needs Assessment, Community Scorecard. Support various thematic assessments as required.

**Evidence Based/Informed Practice Resource:** Become subject matter expert in a various evidence based/informed practice on “core service areas,” This base of knowledge and experience serves as a resource to shared partners and direct service providers who may need assistance from an authority as to how to implement program in accordance with the researched program design. Monitor implementation to ensure model fidelity.

**Intensive Technical Assistance/Training/Consultation.** Provides *on-site consultation services* to facilitate the assessment and resolution of a program-/organizational issue-specific concern to include but not limited to data collection, data analysis, interpretation of data, & report creation. Provides *coaching services* to (1) improve data collection/management, (2) reduce the time and energy needed to create reports, (3) customize the content of reports for multiple audiences, (4) improve capacity for

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interpreting and reporting data, (5) increase confidence and capacity to use real-time data in informing the decision-making process and (6) monitor grantees and customize strategies /targets. Offers *training* on various topics, in various formats (on-site, webinars) and for various purposes. Undertake orientation for GEMS Lite staff on outcomes, guidelines, tools and process details.

**Board and Committee Support.** Maintains and distributes meeting packets to include agendas, minutes and memoranda; communicates verbally and through memoranda between staff and committee members to obtain and relay appropriate information. Works closely with Planning Development and Communications (PD&C) Director and the Planning & Evaluation Committee to enhance understanding of early childhood issues and trends and thus inform PFC's policy, decision making and advocacy efforts. Provides input in the strategic planning process.

**In Addition.** In the event Data Management Technician possesses bilingual skills, the incumbent may be required to perform translation services at the direction of the President.

Attend committee meetings and participate in community events and PFC sponsored events at the direction of the President.

It is the responsibility of all staff to contribute to the positive work environment at PFC.

PFC staff may work multiple grant activities; Time worked will be allocated as appropriate.

PFC staff may work in other counties at the direction of the PFC President or designee; Time worked will be allocated as appropriate.

PFC employees will abide by the PFC policies and procedures and confidentiality statement in regards to working with sensitive information.

The Data Management Technician is responsible for other duties as assigned.

### **ESSENTIAL FUNCTIONS :(4)**

#### **Non-Exempt/Exempt Non-Supervisor**

1. Responds to concerns/complaints (internal and/or external) in a professional/timely manner; refers concerns/complaints to immediate supervisor, when appropriate; maintains composure at all times.
2. Assumes responsibility for personal productivity and quality of work; recognizes/communicates problems and suggests solutions to immediate supervisor.
3. Carries out directions; follows through and completes assignments in acceptable time frames; applies technical and procedural know-how to get the job done in an acceptable manner; adjusts behavior for the effective use of time and resources.
4. Effectively supports co-workers in establishing and achieving objectives while showing courtesy and respect toward others.
5. Assumes responsibility for managing personal time/schedules/deadlines; advises immediate

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supervisor of any conflict which may inhibit the organization's obligations; observes established rules/policies/procedures.

6. Communicates ideas/information for improving efficiency/procedures/cost control.
7. Coordinates time off/time away from work site with immediate supervisor to minimize disruptions to the unit/ organization.
8. Takes initiative to accomplish goals; demonstrates ability to learn on the job; maintains appropriate skills for the position.
9. Interacts with other departments/providers to assure information that affects the organization is communicated to the proper recipients.
10. Acknowledges and abides by all PFC established policies and procedures.

### **Knowledge, Skills, and Abilities:**

1. Ability to design and implement systems necessary to collect, maintain, and analyze data.
2. Analytical ability is required to gather and summarize data for reports, design reports and apply appropriate filters, find solutions to various data challenges, and prioritize work.
3. Excellent organizational skills and initiative; capacity to accept and follow through on assigned responsibilities with minimal guidance.
4. Ability to develop, plan, and implement short- and long-range goals.
5. Skill in examining and re-engineering operations and procedures, and developing and implementing new strategies and procedures.
6. Attention to detail in composing, typing and proofing materials, establishing priorities and meeting deadlines
7. Communicates clearly and concisely, both orally and in writing.
8. Ability to maintain confidentiality of information in the performance of duties.
9. Possess strong interpersonal skills which allows for appropriate interaction with personnel in the state, in the community, and within the agency.
10. Must have knowledge of a variety of computer software applications in word processing, spreadsheets, database and presentation software.

### **Education and Experience – Minimum Requirements:**

1. Bachelor's degree in education, economics, statistics, social science or related field, with strong quantitative skills preferred, to include coursework at level of Intermediate Statistics

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2. At least three years of field-based data collection and analysis experience.
3. Additional experience may be substituted for post high-school education, provided the requisite skills have been obtained.
4. Valid driver's license.

### **Physical Requirements:**

Must be able to perform *Essential Functions* of the position.

**Employer's Rights:** This job description is general in nature, and illustrative of the kind of duties and responsibilities required of this position. It is not exhaustive and does not contain a detailed description of all of the duties that may be required of the incumbent occupying this position.

<b>Created /Evaluated</b>	
<b>Revised</b>	<b>July 1, 2010</b>
	<b>Jan 2012</b>
<b>Re-evaluated</b>	<b>Feb 2013</b>