

Data, Evaluation, and Metrics Senior Analyst

Project name: Salesforce, Data and Contract Management

The Data, Evaluation, and Metrics Senior Analyst will manage program evaluation and reporting, including Salesforce system management, for the Community Benefits Division, under direct supervision of the Community Benefits Director and Deputy Director. The Senior Analyst will also provide budget and finance support, including contract management, procurement, and payment processing. This position entails complex project management and supervision of junior analysts.

The Senior Analyst will work with CB Program Teams to manage and continuously improve the evaluation and reporting of CB programs in the areas below

- Program metrics (qualitative and quantitative metrics)
- Data collection methods, such as participant surveys and grantee data gathering
- Data management, including data entry and advanced use of data platforms, such as Excel and Salesforce
- Quality Control / Quality Assurance (QA/QC) of program data
- Advanced data visualization, including advanced use of PowerBI to manage and improve program dashboards
- Annual Reports for CB Programs, including working closely with staff to gather data, drafting the report content and visuals, and managing executive review and approval
- Staff Presentations to report program goals and outcomes, including development and/or guidance/review of presentations to internal and external audiences, including SFPUC leadership
- Division website updates and other collateral to report program goals and outcomes
- Research and implementation of evaluation best practice models, e.g., results-based accountability, collective impact
- Staff training in evaluation concepts and practices

The Senior Analyst will manage Salesforce System Administration and Training for the External Affairs Bureau. Duties include:

- Managing procurement, budgeting, and accounting for the PUC Salesforce license
- Managing staff accounts, including assistance with logins and general user and system issues
- Conducting staff trainings and user support

The Senior Analyst will support budget and finance duties for the CB Division and the External Affairs Bureau, which includes the use of complex financial systems. Duties include:

- Supporting procurement and payments process
- Looking up budget and payment information

- Supporting program staff in managing the contracting process, including contract development, solicitation, evaluation, and contract management/oversight.