

Position Description – Data & Insights Specialist (Employment Services)

Position Description

Position title	Data & Insights Specialist
Location	Toronto, ON
Reports to	Data & Insight Manager
Direct reports	N/A
Travel requirements	Occasional, as required

Position purpose

The Data & Insights Specialist is responsible for collecting and analyzing data, generating reports and dashboards, and providing data-driven recommendations to support decision-making and drive business outcomes. This role requires strong quantitative skills, proficiency in data analysis tools and techniques, and the ability to communicate complex data insights in a clear and actionable manner.

Success measures

Customer/Community Collaborator Satisfaction	<ul style="list-style-type: none"> Positive feedback from WCG partners on the relevance, accuracy, and usefulness of data insights and recommendations provided Increased adoption and utilization of reports, dashboards, and visualizations by collaborators, indicating satisfaction with the clarity, accessibility, and value of data-driven insights Regular engagement with WCG partners to gather feedback, address concerns, and incorporate suggestions for improvement into data solutions
Financial Performance	<ul style="list-style-type: none"> Demonstrated return on investment (ROI) for data analysis projects through tangible improvements in revenue generation, cost reduction, or efficiency gains Contribution to revenue growth initiatives through the identification of new business opportunities, optimization of pricing strategies, or enhancement of customer segmentation and targeting Reduction in operational costs or resource allocation inefficiencies through data-driven optimization of processes, resource allocation, or supply chain management
Operational Performance	<ul style="list-style-type: none"> Timely delivery of accurate, insightful, and actionable data insights and recommendations to support strategic decision-making, operational planning, and performance improvement initiatives High data quality and integrity maintained throughout the data lifecycle, from data collection and preprocessing to analysis, interpretation, and reporting Proactive identification and resolution of data-related issues, bottlenecks, or performance gaps to ensure the smooth functioning of data analysis projects and data-driven initiative

Position: Data & Insights Specialist	Owner: People and Culture	Publish Date: June 04, 2024	Page 1 of 3
--	-------------------------------------	---------------------------------------	--------------------

Core Responsibilities:

<p>Data Collection and Preprocessing</p>	<ul style="list-style-type: none"> Collect, clean, and process data from multiple sources, including databases, spreadsheets, and external APIs, to ensure data accuracy, completeness, and reliability
<p>Data Analysis and Interpretation</p>	<ul style="list-style-type: none"> Analyze large datasets using statistical techniques, data mining algorithms, and machine learning models to identify patterns, trends, and correlations that provide actionable insights Interpret and translate business requirements into data analysis tasks, hypotheses, and research questions, and conduct exploratory data analysis to uncover insights and trends
<p>Reporting & Visualization</p>	<ul style="list-style-type: none"> Develop and maintain reports, dashboards, and visualizations in data visualization tools such as Power BI, Tableau, or Google Data Studio to communicate key metrics, KPIs, and performance indicators to all collaborators Generate ad-hoc and recurring reports, analyses, and presentations to support business operations, strategic planning, and decision-making processes
<p>Collaboration & Communication</p>	<ul style="list-style-type: none"> Collaborate with cross-functional teams to understand data requirements, define project objectives, and prioritize data analysis tasks. Provides data-driven recommendations, insights, and actionable insights to WCG partners, to inform strategic initiatives and drive business performance
<p>Continuous Improvement & Compliance</p>	<ul style="list-style-type: none"> Stay abreast of industry trends, best practices, and emerging technologies in data analysis, data visualization, and business intelligence, and recommend innovative solutions to enhance data capabilities and drive continuous improvement Ensure compliance with data governance policies, security standards, and regulatory requirements in all data-related activities, including data collection, storage, and analysis
<p><i>Other duties as required, including going beyond the job description whenever necessary</i></p>	

Capabilities and experience

- Bachelor's degree in Computer Science, Statistics, Mathematics, Economics, or related field; Master's degree preferred
- Minimum of 3-5 years of experience in data analysis, business intelligence, or related field, with a focus on data visualization and reporting
- Proficiency in data analysis tools and programming languages such as SQL, Python, R, or SAS for data manipulation, analysis, and visualization
- Experience with data visualization tools such as Power BI, Tableau, Google Data Studio, or similar, for developing reports, dashboards, and interactive visualizations
- Strong analytical and problem-solving skills, with the ability to extract insights from complex datasets and communicate findings to non-technical partners
- Excellent communication and presentation skills, with the ability to effectively convey complex data insights in a clear and concise manner
- Ability to work independently and as part of a team, with a strong attention to detail and the ability to manage multiple projects and priorities simultaneously

Position Description – Data & Insight Specialist (ES)

- Proven ability to thrive in a fast-paced, dynamic environment, with a passion for continuous learning and professional development
- Experience working with cross-functional teams and collaborators to gather requirements, define objectives, and deliver actionable insights that drive business outcomes
- Must successfully pass a Criminal Record Check
- Bilingual in French and English considered an asset



When printed this document is **UNCONTROLLED** refer to the electronic system for the latest version

WCG is strengthened by diversity. We are committed to achieving a workplace that is equitable and representative of Canada's diverse population. We actively work to attract, develop, and retain employees from diverse and equity-deserving backgrounds who have exceptional ability and the desire to make a difference. We continuously strive to support individual needs and differences in a work environment that is built on inclusivity and respect for everyone.

WCG is committed to providing an accessible, barrier free recruitment and selection process. If contacted for an employment opportunity, please advise us if you require accommodation in advance of any part of the recruitment and selection process.

Position: Data & Insights Specialist	Owner: People and Culture	Publish Date: June 04, 2024	Page 3 of 3
--	-------------------------------------	---------------------------------------	--------------------