Job Title: Quality Initiatives (QI) Data Manager
FLSA Status: Full Time, Exempt
Reports to: Director of Data Systems
Salary Range: $47, 223- $59, 659 FTE Equivalent

Denver's Early Childhood Council
Mission- Denver's Early Childhood Council elevates the early childhood field through innovative and inclusive leadership, services, and solutions.
Vision- Denver is a community where the diverse needs of all young children and their families are supported.
Please visit us at www.DenverEarlyChildhood.org to learn more about our work. Our team culture and shared values are centered on being supportive, adaptable, and providing opportunities for professional growth both internally and for the early childhood professionals we serve.

Job Summary
This position is responsible for developing and implementing training resources, technical assistance supports, and daily data operations related to quality initiatives within ecConnect, a statewide data system managed by Denver's Early Childhood Council. The QI Data Manager will support the multiple data inputs, outputs, and processes associated with quality improvement efforts throughout the state of Colorado and those within the Council. By collaborating with agency partners, the QI Data Manager will ensure back end databases, front-end solutions and interfaces are well documented and run smoothly.

Knowledge, Skills, and Abilities

Required

- Excellent verbal and written skills including the ability to write clear instructional guides and/or help video scripts.
- Ability to adapt program offerings quickly and efficiently based on both funder input and community/user feedback.
- Exceptional interpersonal skills; ability to collaborate and effectively interact with internal and external stakeholders to build partnerships around common interests and goals.
- Self-starter and flexible, with an ability to maneuver effectively in the face of uncertainty.
- Demonstrated ability to work independently in a fast-paced environment, meet multiple concurrent deadlines, organize time and priorities.
- Has the flexibility to work independently or as a cohesive part of a team.
- Professional demeanor and a commitment to continued professional growth internally and externally.
- Experience managing complex projects.
- Knowledge of the local, state, and national early childhood field, with detailed knowledge of recent research and community trends in early childhood education Quality Rating and Improvement Systems

- Experience working with complex CRM databases, experience working specifically with a Council-customized version of Sugar CRM
- Bachelor's degree or a professional certification and equivalent experience required
- Ability to work within a typical work-week schedule with flexible hours for some evening and weekend training events. Use of personal vehicle may be required.
- Experience supervising and managing staff

Preferred

- Experience administering CRM or similar databases preferred
- Knowledge of the current early childhood workforce landscape in Colorado, or ability to learn within 30 days
- Master's in related field or Project Management Certification (PMP) preferred

Duties & Job Functions

- Manage the day-to-day operations of the Quality Improvement related ecConnect work by responding to daily user help desk tickets and providing technical assistance to end-users of the SugarCRM and ecConnect (and related) data systems.
- Provide training resources to mitigate challenges and confusion based on identifying common trends of user errors
- Work with ecConnect team members to triage and resolve technical data system errors or issues, and manage regular communications and updates to ecConnect user groups
- Take the lead on fostering collaborative relationships with internal and external stakeholders and contractors to support ongoing development of data systems for both transactional (programmatic) and analytical purpose related to QRIS work
- Support the Council's Director of Data Systems with maintenance, operations and new development projects related to ecConnect, with particular attention to improving usability and functionality for diverse target users
- Attend relevant stakeholder groups to advocate on behalf of Denver's early childhood systems coordination, usability, and accessibility to end users and summarize pertinent activities/reports to staff to align with and support key partner efforts around quality ratings work
- Establish subject matter expertise on data systems related to quality ratings and funding streams in Colorado and develop basic data-system training content for a variety of audiences
- Review existing databases and data systems to inform efforts to design a new data systems framework
- Full Cycle Supervision and support of all directly reporting employee(s) including, but not limited to regular check in meetings, goal setting and discovering training and career growth opportunities, accountability, coach & council and disciplinary action meetings & documentation, approval of timesheets, PTO requests and other administrative approvals.
- Other responsibilities or tasks as assigned

Compensation

The Council strives to provide competitive compensation including employer-paid health, dental, life, and disability insurance for its employees. Salary is dependent on experience and based on industry standards. As a nonprofit, each Council position is dependent on available grant funding.

Licensure/Qualifying Standards

- Current, valid Colorado driver's license.
- Bachelor's degree or a professional certification and equivalent experience required

Physical/Environmental Characteristics

Essential duties are routinely performed in a general office environment.

Application Process

Qualified candidates should submit resume, cover letter, and three references to resumes@denverearlychildhood.org.

Equal Opportunity Employer

We do not discriminate on the basis of race, color, religion, national origin, sex, sexual orientation, age, disability, genetic information or any other status protected by law or regulation. It is our intention that all qualified applicants are given equal opportunity and that selection decisions are based on job-related factors. All qualified candidates are encouraged to apply.

Job Description Acknowledgement

I have received, reviewed and fully understand the job description for Quality Initiatives (QI) Data Manager. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee Name_____ Date_____

Employee Signature_____ Date_____