



New York City Anti-Violence Project
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JOB ANNOUNCEMENT: DATA SYSTEMS COORDINATOR

Title: Data Systems Coordinator
Department: Client Services
Reports to: Director of Client Services

The New York City Anti-Violence Project (AVP) is excited to welcome a new Coordinator to our team! We're looking for an enthusiastic, creative, detail-oriented, and committed professional who has experience in database design, development, management, as well as program evaluation, with a commitment to serving those most impacted by violence and oppression.

AVP empowers lesbian, gay, bisexual, transgender, queer (LGBTQ) and HIV-affected communities and allies to end all forms of violence through organizing and education, and support survivors through counseling and advocacy. We were one of the first LGBTQ anti-violence organizations in the country and remain a national leader in the anti-violence movement.

You, as the Data Systems Coordinator will be the primary Systems Administrator for the Client Services (CS) department, which runs AVP's 24/7 English-Spanish Hotline, and provides direct counseling, advocacy, and economic empowerment services to survivors of all forms of violence. The Data Systems Coordinator will have three key roles: 1) supporting and overseeing the transition of CS data from the Efforts to Outcomes program into Salesforce; 2) overseeing the implementation, integration, and operation of Salesforce within CS, in coordination with other Programs; and 3) coordinating and managing all administrative and operational systems for CS operations, including maintaining department protocols. You will report to the Director of CS, and work closely with CS staff, as well as Data Point People across the organization. You will engage actively with colleagues at departmental and all-staff meetings, and will participate in AVP's anti-oppression process in working groups and larger organizational processes.

What you will do:

Data Systems Management: Data Systems Coordinator is responsible for the implementation, integration, and operation of Salesforce within CS, and for ensuring effective coordination with other data systems in the agency. Duties include:

- Representing CS on the Salesforce Implementation Team (SIT), which coordinates the Salesforce design, build, and implementation across Programs at AVP, including integration with Hotline systems, e.g., Vonage and SMS Magic, to ensure seamless integration and effective data tracking.

- Providing User support and training, including developing and maintaining manuals and protocols around data collection, reporting, and analysis.
- Maintain security for all CS data systems, including digital and paper case records, abiding by all confidentiality laws and best practices, in collaboration with other Program data point people.
- Complete reporting out of databases for grant reporting, internal and external communications reports, trend analysis, and program evaluation.
- Ensure effective and efficient operations of all CS data systems, including conducting and facilitating data collection, reporting, and analysis for the department (for internal and external purposes, e.g., funding reports, strategic analysis, communications, and development uses, etc.), as well as triaging and addressing system issues, interfacing with vendors, and keeping current with developments in software and hardware.
- Maintain quality assurance for all CS data systems, including ensuring effective and timely auditing processes, to ensure CS data is accurate, comprehensive, complete, and up to date, reflecting AVP's mission-driven work.
- Systems design and development, including updating, enhancing, and expanding data systems, to accommodate shifts and growth in programming, funding and regulatory requirements, and strategic initiatives.

CS Administrative and Operations Systems:

- Coordinate CS administrative support, including maintaining department meeting and other schedules, serving as point person for IT support, and other general administrative duties that support the effective and efficient operations of the department.
- Maintain updated department protocols, including ensuring annual review and updates as needed throughout the year.
- Oversee orientation of new staff and interns, coordinating with CS Leadership Team and AVP's Human Resources Manager, in compliance with AVP policy and procedure, ensuring that new staff and interns are well-prepared to take on their new positions, with appropriate resources from the department. Additionally, coordinate intern training program, for academic year and summer interns, coordinated with CS leadership team.

Other Duties as Directed by Supervisors

What we are looking for:

- Minimum 3-5 years of directly related experience required in database management, IT user support, training facilitation, and administrative support.
- Strong project management skills required, including demonstrated success in time/task/workload management around multiple projects and deadlines.
- Proficiency in digital case management systems, Microsoft Office, and knowledge of management information systems and technical support required. Proficiency in Salesforce implementation and operations is strongly preferred.
- Proven ability to engage and effectively train diverse constituencies with varied learning styles, experience, and approaches to the work.

- Demonstrated commitment to anti-oppression and to working to end violence within and against LGBTQ and HIV-affected communities.
- Excellent written and oral communication skills.

This position offers the opportunity to work in an organization that:

- Approaches our work from anti-oppressive and trauma-informed principles, internally and externally, recognizing we always have room to grow;
- Values collaboration and creativity in our passionate team;
- Centers the work on those most impacted by violence, working to find community-based, and community-led solutions; and
- Is committed to providing strong supervisory support and professional development opportunities.

This is an at-will, exempt position with a salary range of \$54,000-\$56,000. Applicants who use more than one language at work are eligible to receive a \$1,000 salary enhancement in addition to their base salary.

Hours are generally 10am-6pm, Monday through Friday, but this position may require some work during the evening and/or weekend to support AVP's 24-hour hotline and community-based programming. This position is based in the AVP office in Manhattan and will require a hybrid of both remote and in-person work during 2022.

Good benefits and working environment. Benefits include, but are not limited to, paid time off amounting to over 5 weeks in first year of employment plus generous sick time, medical, dental, vision, life, and disability insurance, 403(b) retirement investment plan, (employee contribution only), flexible spending accounts for medical and transit costs, pooled sick leave, paid family leave, and flexible/remote work options.

Interested applicants submit their cover letter and resume as a single PDF by clicking <https://bit.ly/avpishiring> by January 31st, 2022. After January 31st, we will continue to review applications on a rolling basis as long as the position remains open.

No phone calls please. Candidates will be notified if we are seeking an interview; because of the high volumes of responses, it may not be possible to respond to all inquires. Interviews will be scheduled on a rolling basis.

AVP is committed to providing equal employment opportunity to all qualified individuals and endeavors to hire individuals of diverse races, colors, creeds, ethnicities, religions, genders, gender identities or expressions, age, sexes, sexual orientations, national origins, disabilities, and citizen, marital, veteran and HIV statuses. There is no minimum education requirement for this position.