

The Opportunity

- The Baltimore Regional Housing Partnership (BRHP), which operates the Baltimore Housing Mobility Program, is a 501(c)(3) that assists over 4,000 qualified families in moving from areas of concentrated poverty and obtaining quality and affordable housing in communities with strong schools, low crime, and ample job opportunities in high opportunity areas within Baltimore City and Anne Arundel, Baltimore, Carroll, Harford, and Howard Counties.
- BRHP seeks an Operations Analyst to provide operational and technical support to staff and the clients we serve in accordance with the Program's administrative policies and procedures, with a focus on process reporting, program evaluation and enhancements. The position requires an adept multitasker who can adhere to deadlines, is responsive to the needs of the staff and program, can think creatively to design and implement reporting and process improvements, and will stay abreast of the shifting policy landscape as it relates to BRHP's program and clients.

Essential Duties and Responsibilities

The below statements are intended to describe the general nature and scope of work for the Operation Analyst position. This is not a complete listing of all responsibilities, duties, or skills required.

- Serve as key member of Operations and Program Evaluation team focused on gathering and analyzing programmatic data to enhance services to clients and ensure program compliance
- Extract data from various databases, clean and summarize for use by management and front-line staff
- Work closely with colleagues to prioritize business and information needs
- Develop and distribute reoccurring reports; respond to requests for ad-hoc reports or analysis
- Work with all units to identify areas for leveraging technology and data to create process improvements and to enhance service level provided to clients
- Maintain shared document drives and document repositories with most up-to-date reports and data files
- Develop new methods of tracking and measuring program efficacy and client outcomes
- Create presentation-quality visual representations of internal and external data
- Assist with creating data and reporting structures for new initiatives and policy or process changes
- Sample and review work product from HCV, Inspections, and Counseling teams to review for compliance and consistency with Administrative Plan and established procedures
- Utilize interviews, surveys, and focus groups to collect and report on stakeholder stories, outcomes and concerns
- Use qualitative and quantitative data and research to develop policy and administrative recommendations for BRHP staff, external partners or other housing programs
- Monitor and analyze mission-relevant research, legislation and rule-making
- Draft content for advocacy efforts, testimony, and other communications needs
- Assist with policy initiatives as needed
- Perform other duties as assigned
- Committed to the mission of the Baltimore Regional Housing Partnership

General Requirements

- Honesty and integrity
- Professional behavior and respect for colleagues, clients and external partners
- Collaborative, supportive approach to work, open-minded to learning new process with an ability to manage change
- Track record of reliable attendance and punctuality
- Strong work ethic
- Ability to work in a fast-paced, team environment and manage change
- Ability to handle and prioritize multiple projects, deadlines, and excellent time management
- Experience working with a diverse population
- Business casual dress

Operations Analyst Required Knowledge & Skills

- Established skills in creative problem solving through independent and critical thinking
- Demonstrated ability to advise and train staff on technical issues with excellent customer service
- Proven experience in data analysis, drafting reports, developing and administering surveys
- Advanced knowledge of Excel and PowerPoint
- Ability to distill actionable recommendations from data analysis and interviews
- Excellent external and internal customer service skills
- Strong ability to communicate effectively both orally and in writing
- Strong organizational skills and attention to detail
- Willingness to handle projects through full implementation
- Ability to perform the duties of the position with minimal direction through their own initiative and work in a time-sensitive environment

Qualifications

- Bachelor's degree from a regionally accredited institution in Economics, Mathematics, Statistics, Public Policy, Data Science or a closely related field and 2 years of work experience in the related field or
- 2-3 years of related work experience

Preferred Qualifications

- Experience working with a housing program, social service program, or related field
- Knowledge of Yardi software
- Experience with R programming language, or other statistical programming languages
- Experience with SQL
- Strong interviewing skills
- Strong analytical skills with the ability to collect, organize, analyze, and disseminate significant amounts of information with attention to detail and accuracy

How to Apply

- Submit a cover letter tailored to the Operations Analyst opportunity and resume to resumes@brhp.org.
- For more information about the organization, visit www.brhp.org
- Job Type: Full-time plus benefits
- Salary: \$40,000-\$43,000 annually