

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 a Lead Data and 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 data and operational ecosystem at BRHP leverages the R Programming Language extensively, as well as SQL and API calls. 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 *Lead Data and Operations Analyst* position. This is not a complete listing of all responsibilities, duties, or skills required.

- Serve as key member of analyst team focused on assisting the program in analyzing programmatic and financial data to enhance services to clients
- Interpret data, analyze results using statistical techniques to create forecasting models for program usage
- Develop and implement data collection systems and other strategies that optimize program efficiency and data quality
- Standardize and document processes, scripts, workflows, and reporting
- Identify, analyze, and interpret trends or patterns in complex data sets

- Work closely with management to prioritize business and information needs
- Create presentation-quality visual representations of internal and external data sets
- Assist with responding to front-line staff for all IT and software related issues
- Develop and distribute reoccurring reports for staff and management
- Respond to requests for ad-hoc reports and analysis
- Work with all departments to identify areas for leveraging technology to create process improvements
- Maintain SharePoint sites and associated workflows
- 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

Housing and Data Analyst Required Knowledge & Skills

- Established skills in creative problem solving through independent and critical thinking
- Advanced knowledge of R programming language
- Working knowledge of SQL

- Working knowledge of the Microsoft Office 365 suite, with experience in SharePoint and Power Automate
- Proven experience in data analysis, drafting reports, sampling, developing, and administering surveys
- Experience with version control and developer collaboration
- 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
- Two years of work experience scripting, developing, or administering any of the following: SharePoint, Power Automate, R Programming language and/or SQL

Preferred Qualifications

- Experience working with a housing program, social service program, or related field
- Knowledge of Yardi software
- Experience with Shiny R package

How to Apply

- Submit a cover letter tailored to the Data and 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: \$45K-\$50K

****Please note:** Though we are currently operating under a hybrid work model, an onsite/in-office presence is required! In addition, under the guidance of the Equal Employment Opportunity Commission (EEOC) on workplace COVID-19 vaccination policies and in accordance with BRHP's duty to provide and maintain a workplace that is free of known hazards to protect the health of our employees, their families and our customers, BRHP requires employees to provide proof of the COVID-19 vaccination when asked. Effective July 1, 2021, newly hired employees must provide proof of the COVID-19 vaccination (including initial doses or booster) at Onboarding or within 30 days of the hire date. Only an approved reasonable accommodation will be accepted to be exempted from this requirement for newly hired employees. If proof of the COVID-19 vaccination is not provided at or before Onboarding, then a negative COVID-19 test taken within the last 72 hours must be submitted on your first day in the office. **