

## **Part-Time Data Operations Specialist**

### **Who we are:**

St. Nicks Alliance, a North Brooklyn based community organization, seeks to transform lives of low- and moderate-income people through employment, education, housing, elder care and social services. We do this by delivering impactful services with measurable outcomes to children, adults, and the elderly. As a civic anchor, we carry out this mission within the context of building a sustainable community for all people through the arts, environmental advocacy, and urban planning.

We are currently seeking a **part-time data operations specialist** to work in-person three days a week from 9 a.m. to 5 p.m. at our 2 Kingsland Ave. location in Williamsburg, Brooklyn.

### **What you'll do:**

Specific duties include, but are not limited to:

- Create and maintain ETO touchpoint data forms, including program assessments, service plans, case notes, and other forms needed to support data compliance and outcome tracking
- Build and maintain program outcome dashboard visualizations to support monitoring, performance management, and reporting
- Monitor incoming user support requests, provide timely assistance, and troubleshoot system or data issues to resolve issues
- Run routine Quality Assurance (QA) reports to monitor data accuracy, completeness, and consistency in ETO
- Identify, document, and correct data quality issues (missing fields, duplicates, incorrect enrollments, invalid dates)
- Perform routine batch uploads and updates to the ETO system (enrollments, demographics, services, outcomes)
- Monitor ETO cross-program referrals, ensuring referrals are properly recorded, completed, and aligned with program workflows
- Conduct ongoing data hygiene activities, including data cleanup and standardization
- Provide basic ETO user support and guidance related to data entry, forms, dashboards, referrals, and reporting best practices
- Collaborate with program staff to ensure accurate and timely data submission across programs

### **Required Qualifications**

- Experience using Efforts to Outcomes (ETO) or similar case-management/data systems
- Strong attention to detail and experience with data validation, QA, and compliance processes
- Comfort working with client-level data in a compliance-focused environment
- Proficiency with Excel or Google Sheets for QA review, uploads, and exports

### **Preferred Qualifications**

- Experience with ETO WebI / SAP BusinessObjects
- Experience building or maintaining ETO touchpoint forms and workflows
- Experience creating or maintaining program dashboards or data visualizations
- Nonprofit or human-services program experience
- Familiarity with data governance, reporting, and audit requirements
- High school diploma or equivalent
- Proficient in Microsoft Office and basic data entry

### **What's in it for you:**

- Compensation Range: \$20–\$25/ hour
- Free online training



**How to Apply:**

Applicants should send a resume and cover letter addressing what qualities you have that fit this role, plus any specialty instruction areas, to [\*\*evasquez@stnicksalliance.org\*\*](mailto:evasquez@stnicksalliance.org)

*St. Nicks Alliance is an Equal Opportunity Employer. We consider applicants for all positions without regard to race, color, national origin, religion, sex, gender identity, age, disability, alienage or citizenship status, ancestry, marital status, sexual orientation, veteran status, or any other status or characteristic protected by applicable federal, state or local laws.*

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