



Job Posting – Director of Data and Impact

Affiliates Risk Management Services, Inc., (ARMS) is currently seeking a **Director of Data and Impact** to join its organization. This **hybrid** position is based in **New York, NY**.

ARMS is a NY based nonprofit organization that assembles and administers a comprehensive insurance program of coverages for reproductive health centers around the United States. Key to ARMS's mission is providing risk-mitigation programs, internet-based education and training, and risk and quality management services to help clients enhance patient safety, improve health outcomes, and minimize the risk of loss.

YOUR ROLE

This position will report to the COO and is responsible for developing and maintaining the information platforms, tools and data-driven insights that support ARMS's strategy, planning, and engagement strategies. The Director of Data and Impact collaborates with ARMS's leadership and staff to utilize data to evaluate impact, identify opportunities, detect emerging trends in affiliate data, and support continuous refinement of the organization's programs and services. The Director of Data and Impact leads the development and execution of the ARMS data strategy based on the needs of both affiliates and ARMS Staff Members. As a member of ARMS's senior leadership team, the Director of Data and Impact may also be asked to collaborate or lead any digital strategic initiatives pursued by the organization.

DUTIES AND RESPONSIBILITIES

- Define the role that each of ARMS's data systems will play in supporting the organization's strategic objectives and in demonstrating the organization's successes.
- Based on ARMS's strategic objectives, design and implement an integrated data systems road map (particularly for ARMS's CRM and Data Analytics platform).

- Manage technical projects in Salesforce from beginning to end, including articulating technical requirements from program teams and then leading colleagues and vendors in ensuring the successful execution of those requirements.
- Strategically scale ARM's Tableau Server, data warehouse, and ETL applications to support the growing data needs of the organization - including oversight of budget and timeline.
- Supervise the Senior Business Intelligence Analyst and Senior CRM Analyst in maintaining and enhancing the Tableau Data Analytics platform and the Salesforce CRM platform as well as the ARMS Data Warehouse.
- Partner with internal stakeholders to define success metrics and identify opportunities for new analytics projects and dashboards.
- Work closely with affiliates and PPFA to share affiliate data collaboratively and efficiently.
- In collaboration with ARMS leadership, identify new opportunities to capture, analyze, and refine key data points and metrics for the organization.

QUALIFICATIONS

- BA/BS in MIS, Computer Science, Business Analytics or another analytical area.
- 7+ years of experience leading business enterprise data strategy involving transforming data-driven culture.
- Strong ability and desire to utilize technology to solve complex problems.
- Experience analyzing impact and utilization of non-profit programs and services including trainings/learning programs.
- Excellent communication (both written and verbal), quantitative, and organizational skills.
- Proficient knowledge of Salesforce Enterprise Edition.
- 2+ years Salesforce solution design experience.
- Proficient knowledge of Tableau and Tableau Server with 3+ years' experience in leading the development, maintenance, and management of a Tableau Server platform and Tableau dashboards.
- Proven ability to successfully collaborate with business executives and senior leaders to understand business objectives and influence directional strategies to improve growth and performance of the company.
- Strong relationship and team management skills to manage staff, clients, and external vendors to produce high-quality products, including dashboards and reports.

- Project management skills and proven track-record in delivering large scale projects on time, within budget.
- Background in healthcare/insurance a plus.

SUPERVISION:

This position's direct reports include ARMS's Senior Business Intelligence Analyst and Senior Salesforce Administrator.

SALARY RANGE:

Salary Range: \$180,000 to \$195,000 per annum.

BENEFITS:

ARMS offers a full range of employee and family-friendly benefits including medical, dental, vision, short term- and long term-disability insurance, life insurance, 401K program with employer contribution plus employer match, paid parental leave, and generous paid time off including vacation, sick, holidays, and personal days.

APPLICATION:

This search is being conducted by OperationsInc, a Human Resources Outsourcing and Consulting firm. Since 2001, OperationsInc has been supporting a base of over 1,400 clients with their diverse and evolving HR needs. **Please forward your resume to mkolev@operationsinc.com.**

Affiliates Risk Management Services, Inc. is an equal employment opportunity employer and is committed to maintaining a non-discriminatory work environment. Affiliates Risk Management Services, Inc. does not discriminate against any employee or applicant for employment on the basis of race, color, religion, creed, sex, pregnancy, reproductive health decision-making, childbirth and related medical conditions, gender, gender identity/expression, transgender status, familial status, caregiver status, national origin, ancestry, age, physical or mental disability, genetic information or carrier status, status as a victim of domestic violence, sexual assault or stalking, sexual orientation, marital or partnership status, protected military status, veteran status, citizenship status, unemployment status, or any other basis protected by applicable law.

Affiliates Risk Management Services, Inc. is committed to creating a dynamic work environment that values diversity, equity, inclusion and belonging; respect and integrity; customer focus; and innovation.