

About Neighborhood Trust

Neighborhood Trust is a national nonprofit social enterprise and marketplace innovator creating solutions to better meet the financial needs of low wage workers. Our solutions are designed to create high-impact, systemic change by directly serving both individuals and institutions. We help workers eliminate and avoid debt, which enables them to build savings, escape the vicious cycle of living paycheck to paycheck and assert control over their financial lives. For over 25 years, we've worked side by side with workers, collected vast data and qualitative insights about the financial challenges they face, and built strategic partnerships across the financial services ecosystem.

Our work is grounded in our understanding that our economy was founded on and has grown through racist policies and institutions, which have depleted the wealth and the economic mobility of people of color. Therefore, we serve our clients cognizant of the structural inequities that are their reality today and that live within their personal histories. This lens informs all our efforts, from our direct services to the way we share insights with peers, policymakers and the market.

About Your Role

We are seeking a skilled and experienced Manager, Data & Analytics to join the Data Analysis & Insights team. The ideal candidate will have a strong background in data analysis, with a minimum of 5 years of related work experience. They should be familiar with Salesforce and Tableau, and be proficient in statistical analysis techniques and data visualization. They should have a passion for working with a team to leverage data-driven insights to address complex challenges and to drive decision-making and improve organizational outcomes. They will have end-to-end ownership of the majority of our current data & analytics needs, responsible for execution and evolution of existing processes and deliverables. This is an individual contributor role and the right candidate will partner up/down/and across the organization to build and implement new solutions as needed.

Your Responsibilities:

Data Analysis:

- Develop and maintain dashboards in Tableau to track key performance indicators (KPIs) and metrics related to NTFP programs.
- Apply advanced statistical techniques, using programming languages such as Python or R, to analyze complex datasets and extract insights
- Collaborate with internal teams to identify on-going data analysis needs, deliver relevant metrics, and set up systems that enable teams to, whenever possible, generate those metrics themselves on an on-going basis.
- Collaborate with the Data & Insights Team to identify research questions, design projects and complete data analysis to surface novel, actionable insights in service to both systems-change and communications goals.
- Respond to all requests for one-time specific data analysis within 1 business day with a focus on providing excellent customer service.
- Serve as a subject matter expert on data-related inquiries and troubleshooting and offer guidance and assistance.
- Recommend and execute on ad-hoc analyses and deep dives to assess program effectiveness, identify trends, and evaluate outcomes.

Data Integration and Automation:

- Identify opportunities for system enhancements and optimization to improve data accessibility and usability.
- Extract and clean data from various sources, including Salesforce CRM, to ensure validity of data analysis.
- Conduct regular data hygiene activities, including deduplication, standardization, and validation, to optimize data analysis efficiency.
- Streamline data workflows by automating routine data processes and data transfers between systems.
- Explore and preprocess external data from new diverse sources
- Work closely with Salesforce Administrators and other tech vendors to manage data including the AWS data storage and a data warehouse.
- Implement best practices for data security to safeguard sensitive information.

Data Reporting, Visualization and Communication:

- Create interactive visualizations and dashboards to communicate findings and insights to stakeholders.
- Translate technical analyses and model results into clear, concise narratives for non-technical audiences.

What You Bring:

- Alignment with [core organizational values](#)
- Bachelor's degree, course work or equivalent experience in statistics, mathematics, computer science or related field

- Minimum of 5 years of experience in data analysis or a similar role, preferably in a non-profit or social sector setting.
- Proficiency in Salesforce CRM including data management, and custom report creation.
- Strong skills in data connectivity, visualization and dashboard design using Tableau.
- Experience with SQL, Excel, Python and other data analysis tools and programming languages.
- Experience with credit report, bank transaction data, and other financial data a plus.
- Excellent customer service and problem-solving abilities, with a keen attention to detail.
- Ability to communicate complex technical concepts to non-technical stakeholders effectively.
- Self-motivated with the ability to work independently and collaboratively in a mission driven environment.

Position Details:

- **Status:** Full-time, exempt
- **Reports to:** Vice President of Innovation
- **Location:** This position can be performed remotely and candidates located anywhere in the U.S. are encouraged to apply. At Neighborhood Trust we have a hybrid work culture. Some staff are local to the NYC metro area and balance work location between our offices in NYC and working from home whereas other staff are located nationwide and are required to periodically visit our NYC headquarters.

Compensation and Benefits Package:

- Salary range: \$87,000 – \$96,000 annually, inclusive of growth within the role
- 100% employer-paid medical, dental and vision premiums for employees (savings of \$6K – \$10K per year)
- Eligible for 401(k) participation immediately, with up to a \$1K per year in employer match, vested immediately
- 12 weeks paid family leave for full-time employees, with schedule flexibility upon return to work for eligible employees
- Generous paid time off per year—12 paid holidays, 15 vacation days (grows with tenure), 6 personal/sick leave days, 1 civic engagement day
- Access to Health Flexible Spending Account, Dependent Care Flexible Spending Account, Life Insurance, and long-term and short-term disability plans

To Apply:

We are committed to building a diverse and inclusive workplace that reflects the diversity of our clients. We especially seek applicants with lived experiences of financial hardship or systemic exclusion. Staff from all backgrounds can contribute meaningfully to our mission, and we recognize that those who come from the communities we serve have a uniquely powerful perspective.

Please send resume and cover letter to hr@neighborhoodtrust.org with the subject line “Manager, Data & Analytics”.

Neighborhood Trust is an equal opportunity employer and we are committed to equal employment opportunity in all decisions related to employment, promotion, wages, benefits and all other privileges, terms and conditions of employment.