



## Director of Analytics & Reporting (*remote/full-time*)

MWI, a global provider of outsourced ombuds, mediation, and dispute system design services and training since 1994, seeks a full-time Director of Analytics & Reporting. The successful candidate will plan, manage, and analyze visitor data and create meaningful and actionable reports for MWI's outsourced ombuds clients. For information about MWI's outsourced ombuds services, please visit [www.mwi.org/ombuds](http://www.mwi.org/ombuds).

### *Position Overview*

MWI's Director of Analytics & Reporting will work remotely with clients to confirm what outcomes are important to them, manage and improve existing data collection methods and systems, and oversee verifiable data management protocols. The successful candidate will work with an ombuds team to create impactful, accessible, and visually appealing quantitative and qualitative quarterly and annual reports for clients.

MWI seeks qualified candidates with experience as policy analysts, data scientists, and/or ombuds who have managed visitor data and written ombuds (or related) reports.

The ideal candidate would have the following skills, experiences, and commitments:

- Knowledge of qualitative analytical methods and experience working with multiple data sets
- Ability to analyze and present data skillfully and persuasively
- Experience with data storage, integrity methods, and keeping data confidential
- Opportunity to build and improve MWI's analytics stack and visualization technologies
- Excellent verbal and writing skills
- Collaborate with an ombuds panel serving multiple corporate, higher-ed, and non-profit clients
- Completed IOA's Foundations Course and have experience as an ombuds
- Successful track record of creating reports for clients
- Experience with Salesforce, force.com, and Tableau is preferred
- Adhere to the IOA Standards of Practice and Code of Ethics in all activities.

The ideal candidate would also possess and value the following attributes:

- Ability to work independently to meet deadlines and produce deliverables for multiple clients throughout the year consistently and on time
- Ability to problem-solve and adapt to new situations and challenges
- Comfort with dealing directly with senior stakeholders on data collection and ombuds reports
- Willingness to take, provide, and incorporate feedback
- Ongoing commitment to continuous quality improvement
- A desire to grow MWI's ombuds department and contribute to the organization as a whole
- Focus on promoting diversity, equity, inclusion, and belonging at MWI and to those we serve
- An ability to meet deadlines and keep track of details
- A commitment to exceeding client expectations is essential
- A sense of humor, stamina, and self-confidence.

If you see yourself reflected in these skills, experiences, and values, we encourage you to apply. The skills and experiences listed above are not comprehensive or exclusive, and we are interested in hearing from applicants with experiences not reflected above. MWI works to build a team that reflects the people we serve, and we encourage candidates from historically underrepresented groups to apply.

*Salary and Benefits*

MWI's Director of Analytics & Reporting is a full-time position with an annual salary between \$110,000 and \$130,000, commensurate with the candidate's experience. The salary includes a full individual health plan as well as dental, vision, term life, and disability insurance; a 401(k) plan (with company contributions); and paid vacation, holiday, and personal time. The position is remote (although travel to client sites may be required). The position reports to MWI's Executive Director. Dress is casual year-round, except when meeting with clients.

*To apply*

Please send a cover letter, resume, contact information for three references, and a work product (e.g., anonymized ombuds report, systemic review, and/or another relevant report) to [mailbox@mwj.org](mailto:mailbox@mwj.org) before May 1, 2023 (no phone calls, please):

Chuck Doran, Executive Director  
MWI  
10 Liberty Square – 4<sup>th</sup> floor  
Boston, MA 02109  
ATTN: Director of Analytics & Reporting Position

MWI is an equal-opportunity employer.