Data and Analytics Specialist (remote/full-time)

MWI, a global provider of outsourced ombuds, mediation, and dispute system design services and training since 1994, seeks a full-time Data and Analytics Specialist.

We are seeking a creative data analyst to work with our ombuds team. The primary responsibility of this role will be to analyze complex organizational data for multiple clients and translate it into visually engaging and intuitive client-facing dashboards that show the value and impact of our work along with insights about their organization. Additionally, this position will involve managing our Salesforce database, editing web pages, and serving as the main point of contact for other technology needs. The position is full-time and remote.

Responsibilities:

- Analyze complex data to identify trends, patterns, and insights to help show our clients value and create a positive culture.
- Design and create visually appealing and insightful dynamic dashboards for over twenty clients using BI tools (e.g. Tableau, Power BI, or similar software.)
- Use data storytelling alongside simple and intuitive visualization to effectively communicate findings and recommendations.
- Conduct research on client data to reveal data insights.
- Manage and optimize MWI’s Salesforce instance, including customization, configuration, and integration with other systems.
- Monitor data in AWS, ensuring data accuracy, integrity, and security.
- Manage setup and transfer of data from clients via an API, SFTP, or email handler.
- Create and maintain web pages, ensuring a user-friendly and visually appealing online presence.
- Serve as the main point of contact for technology-related needs, troubleshooting issues, and coordinating with external vendors when necessary.
- Other duties as assigned.

Required Qualifications:

- Bachelor's degree or higher in a relevant field (e.g., Data Science, Computer Science, Information Systems) or equivalent practical experience.
- Proven experience designing and creating data dashboards using Tableau, QuickSight, or similar data visualization tools with an emphasis on UX.
- Strong analytical skills with the ability to analyze complex data sets and derive meaningful insights.
- Proficient in HTML/CSS.
- Excellent communication skills (written and verbal) with the ability to translate technical concepts into clear and concise narratives.
- Strong organizational skills and ability to manage multiple projects and priorities simultaneously.
- Demonstrated ability to work independently with minimal direction and in a collaborative team setting.
- Strong critical thinking skills and attention to detail.

www.mwi.org/ombuds
Preferred Qualifications:

- Three or more years of experience working with data analytics
- Web design skills
- Experience with WordPress
- Salesforce administrator or similar
- Experience working in an ombuds or other alternative dispute resolution context

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 additional experience not listed. 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

The Data and Analytics Specialist is a full-time position with an annual salary between $90,000 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 Director of Strategic Engagement.

About MWI

Founded in 1994, MWI has provided ombuds, mediation, negotiation, and training services to hundreds of clients including Analog Devices, BMW North America, Bose, Coca-Cola, CVS Health, General Motors Corporation, KPMG, and the United States Postal Service. MWI (as a 501(c) 3 not-for-profit corporation) builds our clients’ capacity to collaborate and find mutually beneficial solutions through outsourced ombuds, mediation, and negotiation services, as well as consulting and training. MWI’s Public Service Initiatives prevent homelessness with eviction mediation services, provide mediation services to pro-se litigants at multiple Massachusetts District and Municipal Courts, and empower income-eligible women to become more effective advocates for themselves and their children.

To Apply

Please send a cover letter, resume, contact information for three references, and a work product (e.g., sample dashboard, systemic review, and/or another relevant report) to hiring@mwi.org before June 26, 2024 (no phone calls, please):

Dana Hinojosa, Director of Strategic Engagement
MWI
10 Liberty Square – 4th floor
Boston, MA 02109

ATTN: Data and Analytics Specialist Position

MWI is an equal-opportunity employer.