



## JOB DESCRIPTION

Job Title:	<b>Accountability Manager</b>
Reports to:	Senior Director of Research and Accountability
Supervises:	n/a
Job Code:	
FLSA Status:	<input checked="" type="checkbox"/> exempt <input type="checkbox"/> non-exempt <input checked="" type="checkbox"/> full-time <input type="checkbox"/> part-time <input type="checkbox"/> other
Salary Ranges:	Starting around: \$70,000

### Position Summary:

This position reports to Senior Director of Research and Accountability. The Accountability Manager will be responsible to identify and collect information from a variety of sources, using data analysis techniques to get practical information from raw data, writing reports based on their findings, communicating their findings to other managers and employees, and advising in decision-making. The Accountability Manager will collaborate with others in the coalition and outside entities to ensure successful implementation of identified solutions. The individual in this position is also responsible for analyzing system procedures. The role requires strong leadership, excellent communication skills, and a deep understanding of the supported applications.

### Essential Job Functions:

(This job description may not be all-inclusive, and employees are expected to perform all other duties as assigned and directed by management. Job descriptions and duties may be modified when deemed appropriate by management.)

- Querying and analyzing data to draw conclusions and make recommendations to the coalition.
- Building data visualization models to predict future trends and use them to make decisions.
- Preparing reports and presenting these to leadership.
- Acquiring data from primary or secondary data sources and maintaining databases/data systems.
- Monitoring data quality and removing inaccurate data.
- Working with management to prioritize business and information needs.

- Provide technical assistance and support for incoming issues related to reporting.
- Monitoring the technical performance of internal systems.
- Develop a deep understanding of the supported applications, their features, and functionalities to effectively assist users.
- Provide technical support to clients and end-users by answering questions, troubleshooting issues, and resolving problems related to software applications and systems.
- Analyze data to identify trends or relationships among variables and report results.
- Create a positive customer support experience and build strong relationships through deep problem understanding, ensuring timely resolution or escalation, communicating promptly on progress, and handling customers with a consummately professional attitude.
- Coordinate the preparation and reporting of annual reviews of student performance.
- Evaluate quantitative and qualitative metrics, guidelines, and standards by which ELCOC's efficiency and effectiveness can be evaluated; identify opportunities for improvement.
- Perform other duties as assigned by Supervisor.

**Qualifications:**

- Knowledge of coding languages including HTML5, SQL, and JavaScript.
- Experience with Tableau, Power BI, and Microsoft Office Suite.
- Programming experience.
- Knowledge of databases and operating systems.
- Ability to learn new software and technologies quickly.
- Ability to follow instructions and work in a team environment.
- Detail-oriented.
- Ability to exercise independent judgment to set objectives, coordinate activities within a department or to complete a project.
- Ability to establish and maintain positive working relationships with other employees.
- Ability to solve problems and deal with a variety of competing tasks, program responsibilities and deadlines.
- Strong organizational skills and effective record management practices, and attention to detail.
- Ability to follow policies, procedures, and rules set by the ELCOC.
- Ability to work independently with little supervision.
- Successful completion of level 2 background screening standards as set forth in 435.04 F.S.

**Education and Experience:**

- Bachelor's degree and 5 years of relevant technical experience.
- Proven track record of meeting/exceeding established goals and metrics.
- Experience working collaboratively in a team-oriented environment.
- Experience efficiently managing resources and comprehension of work/project scope, key players and urgency while displaying a high standard of ethical conduct and behaviors consistent with the Office of Early Learning standards and ELCOC's

Core Values.

- Exceptional written, verbal, interpersonal communication skills and presentation skills.
- A comparable amount of training, education or experience may be substituted for the above minimum qualifications.
- This job requires interaction with children birth to five years of age at coalition community and volunteer events.