



JOB DESCRIPTION

Data Education Coordinator

Summary:

Shelter Animals Count (SAC) is an independent organization that powers [The National Database](#), the most-trusted source for animal sheltering statistics. [Founded in 2012](#) by 10 national animal organizations, the SAC team continues to grow each year to play an even bigger role in providing fact-based insights to advance animal welfare.

As our impact on the animal welfare industry continues to increase, we are seeking a full-time Data Education Coordinator to provide professional customer service to a variety of stakeholders and oversee the development and implementation of best practices around shelter data. If you enjoy problem solving, engaging people to improve processes, and using data to provide meaningful insights, this job is for you!

This position is remote and can be based anywhere in the United States. Our ideal candidate will have previous proven success in animal welfare related project management and data best practices.

The Data Education Coordinator reports to the Data & Technology Director and will work closely with the Director of Communications. They will also work closely with a diverse group of stakeholders, external partners, contractors, and vendors to execute on key organization objectives as outlined in the strategic plan. They will bring a high level of expertise in project management, customer service, and best practice development.

Responsibilities include:

Project Manage Data Education Initiative

- Work to develop best practices for data entry in various software systems to have more consistent animal-level data reporting.
- Collaborate with key stakeholders on developing, communicating, and implementing best practices
- Identify and implement solutions to challenges outlined in the Animal Level Data whitepaper,
- Support the team with animal level data analysis for industry insights and areas that need addressed through best practices, software fixes, data mapping, etc. Data analytics experience, not required.

Manage Data Portal Improvements by Kinship technology team

- Enter and prioritize tickets for developers to address issues or make enhancements to the data portal that will improve user experiences and efficiency
- Serves as product owner to act as liaison between SAC staff, SAC constituents, and SAC developers
- Test developer products, identify any issues, communicate back issues for resolution before products go to production
- Oversee project management for API development efforts for animal-level data

Customer Service

- Respond promptly to questions and requests from shelters and individuals in the SAC Helpdesk
- Triage and troubleshoot issues, assigning, when necessary, to Director of Data and Technology or Director of Communications
- Identify consistently reported issues that need to be addressed by the Kinship technology team

**Other duties as assigned*

Our dream candidate will have experience:

- Problem-solving, process improvement, automation development, and project management skills will be imperative to success in this position
- Providing prompt and professional customer service to shelters, rescues and other stakeholders
- Strong writing skills required, with experience in instructional or technical writing is preferred
- Working as a self-starter, leading teams, and working within a team
- Working in shelter softwares or the Shelter Animals Count data portal preferred
- Leading and motivating teams is required, experience specific to volunteer committees is preferred
- Working in shelter operations, specifically oversee intake and outcome teams is preferred
- Communicating user issues and needs to technical teams preferred

Details & Benefits

The Data Education Coordinator is a full-time, exempt salaried position reporting to the Director of Data and Technology. This is a remote position in the United States with occasional travel (about 2x/year) to represent SAC at animal welfare conferences. Paid vacation and holidays, pet & family bereavement time off, half-day Fridays in the summer, pet sitter stipend for travel, 401K match, health insurance, and other benefits are provided.

Apply

Submit all of the following in one PDF to samantha@shelteranimalscount.org by November 30, 2022 to be considered:

- Cover Letter
- Resume
- Salary expectations

We are looking to fill this position quickly, so interviews will be conducted as applications are received and a final candidate may be selected prior to the application deadline.