

## **Emergency Assistance (EA) Data Management Specialist - (2400059S)**

### **Executive Office of Housing and Livable Communities (EOHLC) is seeking an Emergency Assistance Data Management Specialist (EADMS) in the Division of Housing Stabilization!**

#### **AGENCY MISSION:**

The Executive Office of Housing and Livable Communities (EOHLC) is charged with creating more homes in Massachusetts and lowering housing costs for residents.

Formerly known as the Department of Housing and Community Development (DHCD), EOHLC works with municipalities, local housing authorities, non-profit organizations, and development partners to provide affordable housing options, financial assistance, and other support to Massachusetts communities.

#### **OVERVIEW OF ROLE (NOT ALL INCLUSIVE):**

The Emergency Assistance Data Management Specialist (EADMS) supports the Executive Office of Housing & Livable Communities (EOHLC), Division of Housing Stabilization (DHS) by coordinating data collection and reporting for the Emergency Assistance (EA) family shelter system. The incumbent serves as a member of a team of enterprise administrators for the EA program's data collection and reporting software. This position provides end user support, training, and technical assistance to the data systems' users including homeless coordinators who determine EA eligibility, shelter placement staff, ADA coordinators, contract managers, and providers. The EADMS works with system users to improve data quality issues and prepares data for analysis. The position also involves developing data collection instruments and associated reports to DHS staff and providers to support program operations.

#### **DUTIES AND RESPONSIBILITIES (NOT ALL INCLUSIVE):**

##### **1) Enterprise Administration:**

- Assists enterprise administration including creating and monitoring user accounts, projects, and EA unit inventory.
- Fields questions from system users on database access, procedures, and functionality, and work with the software vendor to troubleshoot technical issues as needed.
- Effectively communicates technical matters related to software administration and data collection to all system users
- Identifies and refers system defects as well as potential enhancements to data supervisors.
- Supports data analytics by performing basic data cleaning tasks.
- Works with EOHLC staff to develop data system customizations to support the administration and performance monitoring of state initiatives.

##### **2) Technical Assistance & Training:**

- Provides technical assistance and training through MS Teams software, web-based training tools, and as needed site visits system users.
- Assists in creating or updating training manuals, tools, and knowledge base articles for system users.

##### **3) Reporting:**

- Generates EA data quality reports and work with data system users to improve data quality.
- Creates data collection instruments and associated reports to support program operations.

##### **4) Policies & Procedures:**

- Stays informed and be knowledgeable about policies and practices related to the EA program and make recommendations for system enhancement or changes.

#### **PREFERRED QUALIFICATIONS:**

1. At least intermediate proficiency using Microsoft Word, Excel, Access to produce documents and reports.
2. Ability to communicate clearly and effectively both orally and in writing.

3. Knowledge of how to use electronic methods to communicate, including email, GoToMeeting, use of screen shots, etc.
4. Understanding of Emergency Assistance program and homelessness services more generally.
5. Excellent time management skills, including the ability to prioritize work, escalate issues, adjust to changing priorities and meet required deadlines.
6. Ability to communicate with providers and all levels of staff throughout EOHLA with tact and diplomacy.
7. Knowledge of the methods used in the preparation of charts, graphs, and tables.
8. Knowledge of how to work with complex databases.
9. Ability to follow precise steps to manage a database.
10. Commitment to producing high-quality documents with an attention to detail.

**COMMENTS:**

**Please upload resume and cover letter.**

This position would be expected to follow a hybrid model of reporting to work that combines in-office workdays and work from home days, as needed.

Salary placement is determined by years of experience and education directly related to the position and the Human Resources Division's Recruiting Guidelines. In the case of a promotional opportunity, the salary provisions of the applicable collective bargaining agreement will apply to placement within the appropriate salary range.

Education, licensure and certifications will be verified in accordance with the Human Resources Division's Hiring Guidelines. Education and license/certification information provided by the selected candidate(s) is subject to the Massachusetts Public Records Law and may be published on the Commonwealth's website.

**QUALIFICATIONS**

**First consideration will be given to those applicants that apply within the first 14 days.**

MINIMUM ENTRANCE REQUIREMENTS: Applicants must have at least (A) three years of full time, or equivalent part-time, professional, administrative or managerial experience in business administration, business management or public administration the major duties of which involved program management, program administration, program coordination, program planning and/or program analysis, or (B) any equivalent combination of the required experience and the substitutions below.

Substitutions:

I. A Bachelor's degree with a major in business administration, business management or public administration may be substituted for a maximum of two years of the-required experience.\*

II. A Graduate degree with a major in business administration, business management or public administration may be substituted for the required experience.\*

III. A Bachelor's or higher degree with a major other than in business administration, business management or public administration may be substituted for a maximum of one year of the required experience.\*

\*Education toward such a degree will be prorated on the basis of the proportion of the requirements actually completed.

**Comprehensive Benefits**

When you embark on a career with the Commonwealth, you are offered an outstanding suite of employee benefits that add to the overall value of your compensation package. We take pride in providing a work experience that supports you, your loved ones, and your future.

Want the specifics? [Explore our Employee Benefits and Rewards!](#)

**An Equal Opportunity / Affirmative Action Employer. Females, minorities, veterans, and persons with disabilities are strongly encouraged to apply.**

The Commonwealth is an Equal Opportunity Employer and does not discriminate on the basis of race, religion, color, sex, gender identity or expression, sexual orientation, age, disability, national origin, veteran status, or any other basis covered by appropriate law. Research suggests that qualified women, Black, Indigenous, and Persons of Color (BIPOC) may self-select out of opportunities if they don't meet 100% of the job requirements. We encourage individuals who believe they have the skills necessary to thrive to apply for this role.

**Official Title:** Program Coordinator II

**Primary Location:** United States-Massachusetts-Boston-100 Cambridge Street

**Job:** Administrative Services

**Agency:** Executive Office of Housing and Livable Communities

**Schedule:** Full-time

**Shift:** Day

**Job Posting:** May 8, 2024, 9:35:55 AM

**Number of Openings:** 1

**Salary:** \$67,349.36 - \$97,344.26 Yearly

**If you have Diversity, Affirmative Action or Equal Employment Opportunity questions or need a Reasonable Accommodation, please contact Diversity Officer / ADA Coordinator:** Jessica Molina - 8572480160

**Bargaining Unit:** 06-NAGE - Professional Admin.

**Confidential:** No

**Potentially Eligible for a Hybrid Work Schedule:** Yes

**HOW TO APPLY:**

Apply online at <https://massanf.taleo.net/careersection/ex/jobdetail.ftl?job=240005G0>